

Position Description

Title:	Customer Support Officer
Classification:	General Officer Level 3
Department:	Community Services
Current Occupant:	Vacant
This Position Reports To:	Manager Customer Experience
Reporting To This Position:	None
Location:	Nuriootpa Main Office
Date Last Reviewed:	May 2021
Approved by:	Director Community Services

Corporate Objectives

All Employees of Council contribute to Council's strategic goals and objectives. The *Barossa Community Plan 2020 – 2040* lays the foundation for all strategic decisions made by Council and is supported by a *Corporate Plan*. The Community Plan provides a clear strategic direction across a range of areas, as well as serving as an overarching guide to measure our decision making and successful delivery of service. The Community Plan shows commitment to the values of **Land and Place**, **Community**, **Leadership** and **Achievement** with targets that reflect six key themes:



Natural Environment and Built Environment



Community and Culture



Infrastructure



Health and Wellbeing



Business and Employment



How we Work, Good Governance

Constructive Culture

The Barossa Council is committed to developing a constructive culture that supports employees, Council and the Community to achieve our goals. The behaviours of a constructive organisational culture consist of four main constructive styles:

- 1 Achievement** Pursue a standard of excellence, set challenging but realistic goals and work towards them with enthusiasm.
- 2 Self-Actualising** Maintain personal integrity, enjoy work, self-develop and take an interest in growth and improvement activities.
- 3 Humanistic-Encouraging** Be supportive of others in and outside the workplace and constructive in their dealings with one another.
- 4 Affiliative** Be friendly, sensitive, and cooperate with others.

Staff Values

Our values support our organisational culture and include **Honesty and Integrity, Transparency, Communication and Teamwork.**

heritage, lifestyle, opportunity, prosperity



Position Overview

Perform duties and carry out responsibilities to deliver the best available advice, assistance and service to Council's internal and external customers including the delivery of switchboard, customer enquiry, cash handling and administrative services in order to deliver on Council's strategic customer service objectives and promote positive community engagement and brand perception.

Key Responsibilities

Customer Service and Administration

- Deliver exceptional customer service to all internal and external customers through the delivery of prompt, effective and efficient support services which represent Council professionally and meet the needs of customers in a timely manner.
- Provide a positive and engaging customer experience over the phone and face to face, through the delivery of well-informed and prompt assistance, in order to resolve enquiries at first point of contact where appropriate and distribute information to the relevant stakeholders, within agreed parameters ensuring the Council brand is effectively represented at all times.
- Perform high quality administration activities including the accurate receipt and recording of Council monies, precise data entry, database maintenance and reporting in order to meet or exceed customer requirements and consistently achieve documented KPI's.
- Coordinate facility bookings and event management, in particular taking a lead role in customer bookings for Council facilities, ensuring an optimum end to end customer experience.
- Further support the event management process by undertaking housekeeping activities for the office, meetings and external functions.
- Work closely with all business units to coordinate and ensure effective partnerships which assist with the flow of information to ensure maintenance of accurate and relevant information regarding Council services and programs.
- Implement services in accordance with Business Unit policies and processes to ensure the delivery of a consistent customer experience which is aligned to best practice.
- Contribute to the review of Business Unit policies, and processes in accordance with Business Excellence Principles.
- Keep up to date with developments that effect the daily delivery of effective customer service to the community and ensure knowledge of all tools and repositories required as a member of the Customer Support Team is consistently up to date.
- Utilise Council's corporate applications and maintain databases to ensure the accurate recording of all customer requests and ensure that compliance is maintained through the consistent delivery, recording and monitoring of customer service related activity.
- Actively participate in a culture of continuous improvement, maintaining up to date knowledge of developments that may impact the delivery of effective customer service.
- Actively participate in a collaborative team environment in order to maintain an encouraging, supportive and dynamic work environment.
- Assist with the training of new Customer Support team members in conjunction with Manager Customer Experience to ensure quality continuity of service.
- Ensure appropriate legislative and Council response at first point of contact for Public Interest Disclosures through the Customer Support Team.
- Undertake other organisational tasks and project work as directed by Manager Customer Experience.

Authority, Responsibility and Accountability

The Customer Support Officer is authorised to:

- Work within established guidelines and procedures and make decisions within the scope of relevant legislative requirements and processes.
- Make decisions which are consistent and meet with Council's processes.
- Make decisions based on data, knowledge and research.
- Perform all duties and responsibilities within delegated authority.

The Customer Support Officer is responsible for:

- Ensuring all work is undertaken in accordance with relevant legislation and within delegated authority.
- Maintaining compliance with and awareness of all Council/Administrative policies.
- Maintaining compliance with and awareness of all Risk Management systems including Work Health Safety (WHS), Injury Management and Return to Work to ensure safety and welfare of self and others in the workplace.
- Undertaking duties as a Worker in accordance with obligations under the Work Health and Safety Act 2012.
- Delivering a quality customer experience in accordance with Council's Customer Service Charter.

The Customer Support Officer is accountable to the Manager Customer Experience for performance primarily determined upon:

- Achievement of key responsibilities as outlined in this position description to contribute to and support Council's Corporate Plan, Annual Budget and Business Plan and Department Plans.
- Achievement of actions as detailed in Performance Partnering (PP).
- Relationship with Council, staff and customers.

Position Competency Profile

Position competency profiles are assessed on an annual basis via a Training Needs Analysis and during Performance Partnering.

Knowledge and Skills	Local Government and Administration Support <ul style="list-style-type: none">• Demonstrated exceptional customer services skills with knowledge of the principles and practices underpinning quality customer service as they apply to Council.• Sound knowledge of Local Government administrative practices and processes.• Highly developed administrative skills and knowledge with the ability to support a range of team members and internal and external customers.• Working knowledge of Council's computer systems and software applications with the capacity to demonstrate intermediate ICT skills.• Aptitude to learn new applications and effectively use established ones.• Sound cash handling skills, ability to receipt, reconcile and record data accurately.• An understanding of Council's organisational structure, operations, procedures, values and objectives.• Ability to adhere to Council's policies and processes with particular emphasis on the ability to enforce Council's Customer Service Charter.• An understanding and appreciation of the Barossa Council community. Individual <ul style="list-style-type: none">• Demonstrated accurate and professional written, verbal, interpersonal, empathetic and consultative communication skills.• High level telephone skills highlighted by the ability to quickly determine caller requirements.• Excellent general administration skills with demonstrated accurate and speedy data entry capability.• Sound problem solving skills with the ability to problem solve with reference to Council policies and processes.• Demonstrated high level ability to apply initiative and proactivity within defined guidelines.
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	<ul style="list-style-type: none"> • Demonstrated patience and tact with the ability to judge a situation and act to achieve customer satisfaction. • Demonstrated ability to work under pressure and prioritise tasks in a complex and customer service environment. • Demonstrated professional behaviour consistent with corporate values. • Established high level time management and organisation with the ability to apply analytical skills. • Ability to demonstrate a high degree of confidentiality, judgement, initiative and sensitivity in the performance of duties and dealings with members of the public and staff. • Ability to perform both on an individual level and as part of a team. • Ability to undertake research tasks and collate information. • Ability to review procedures and systems and recommend changes where appropriate.
Corporate Applications:	<u>Essential</u> <ul style="list-style-type: none"> • Microsoft Office Word, Excel, Outlook <u>Desirable</u> <ul style="list-style-type: none"> • Mitel Telephone system • Pathway CRM System • SharePoint • HPE Content Manager • Exponare (enquiry) • FinanceOne • Dogs and Cats Online
Experience:	<u>Essential</u> <ul style="list-style-type: none"> • Demonstrated experience in working in a customer service delivery environment. <u>Desirable</u> <ul style="list-style-type: none"> • Previous Local Government experience.
Licences/Tickets:	<ul style="list-style-type: none"> • Drivers Licence (Class C)

Employee Signature

Date

Manager Signature

Date