



## POSITION DESCRIPTION

<b>Position Title</b>	Customer Service Officer
<b>Position Code</b>	1185
<b>Directorate</b>	Corporate & Leisure
<b>Work Group</b>	Customer, Digital & Transformation Services
<b>Position Classification</b>	Band 4
<b>Effective Date</b>	July 2022

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

**1.1** To provide a 'Whole of Government' approach to customer service.

**1.2** To assist in the effective operation of Council and tenants of the Wangaratta Government Centre through the provision of accurate assistance and first time resolutions to both internal and external customers.

### 2. Working Relationships

Reports to	Customer Experience & Information Management Coordinator
Supervises	N/A

### **3. Key Responsibilities**

- 3.1** Maximise first time resolution by receiving and assisting with complaints, service inquiries and requests from the public by providing accurate information, for and on behalf of all Government Centre Departments.
- 3.2** Receive and receipt all over the counter and internally generated payments for Council and other Government Centre departments, ensuring all receipting policies and procedures are followed and accuracy is maintained.
- 3.3** Answer all incoming telephone calls promptly, courteously, efficiently and in a manner that presents a positive image of Council and the Government Centre at all times.
- 3.4** Issue permits for, and on behalf of Council and all relevant Government Centre departments and provide information on Local Law guidelines to customers.
- 3.5** Effectively utilise Councils Customer Request Management system to track, record and co-ordinate a range of customer requests for action and information and improve first time resolutions.
- 3.6** Assist with the ongoing education and development of Council's Customer Service databases (Customer Request Management, Knowledge Base, Community information etc) to help maximise first time resolution.
- 3.7** Utilise reservation databases to book meeting rooms, pool cars, halls, sporting grounds, parks, displays and other facilities for internal and external customers of the Wangaratta Government Centre.
- 3.8** Other administrative duties as directed by the Customer Service Coordinator.

### **4. Core Physical Requirements**

- 4.1** Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- 4.2** Capacity to, on occasion, lift items unspecified in weight within individual limits.

### **5. Accountability and Extent of Authority**

- 5.1** Accountable for the provision of accurate information, guidance and advice to customers and clients which conforms to Council's standards and procedures.

**5.2** Responsible in conjunction with the Customer Service Coordinator for all matters necessary for the efficient, effective and accurate administration of customer service and revenue collection.

**5.3** Authority to provide general information in response to telephone, reception and online enquires.

**5.4** Authority to provide specific property/rate/enforcement/Community Support North East information in accordance with specified guidelines.

**5.5** Responsible for banking of revenue collected.

## **6. Judgement and Decision Making**

**6.1** Judgements and decisions are normally subject to ratification by the managers of the responsible departments.

**6.2** Carry out duties and provide information within specific guidelines with scope to exercise discretion in application of established standards and procedures.

**6.3** Work procedures are limited by standards encompassed by nature of work assigned.

**6.4** Guidance and advice are always available.

## **7. Knowledge and Skills**

### **7.1 Specialist Skills and Knowledge**

**7.1.1** Sound administrative, keyboard and organisational skills within a dynamic environment.

**7.1.2** Developed cash handling and till reconciliation skills.

**7.1.3** Knowledge of revenue collection protocols.

**7.1.4** Highly developed numerical skills.

**7.1.5** Highly developed skills in the use of Microsoft Office programs, Lotus Notes and other computer-based technology.

## 7.2 Management Skills

**7.2.1** Ability to define priorities and use effective time management skills.

**7.2.2** Excellent organisational skills and the ability to manage multiple tasks simultaneously.

## 7.3 Interpersonal Skills

**7.3.1** Ability to gain cooperation and assistance from clients, the general public and departmental staff.

**7.3.2** Skills in written communication to enable the preparation of routine correspondence and reports.

**7.3.3** Excellent verbal communication skills and ability to relate to a broad range of people.

**7.3.4** High level customer service skills and the ability to maintain a courteous disposition and a friendly demeanour under high pressure situations.

**7.3.5** Ability to work cooperatively and contribute to a team environment.

## 8. Qualifications and Experience

**8.1** Minimum Certificate III in Business / Administration or experience in a dynamic and busy customer service role in a setting such as retail or hospitality, or in a work environment handling complex or technical matters.

**8.2** Experience handling enquiries for a multi-service organisation would be advantageous.

**8.3** Sound administrative, keyboard and organisational skills within a dynamic environment.

**8.4** Proficiency in the operation of Microsoft Office applications and other computer based technology.

**8.5** Experience in cash handling procedures.

## 9. Key Selection Criteria

**9.1** Experience in revenue collection, cash management and till reconciliation.

**9.2** Minimum Certificate III in Business / Administration or experience in a dynamic and busy customer service role in a setting such as retail or hospitality, or in a work environment handling complex or technical matters.

**9.3** A commitment to the provision of a quality customer focused service over the telephone, in person and online.

**9.4** High level verbal and written communication skills and the ability to maintain a courteous disposition and a friendly demeanour under high pressure situations.

**9.5** Knowledge and experience in social media platforms.

**9.6** Ability to work cooperatively and contribute to a team environment.

**9.7** Proficiency in the operation of Microsoft Office applications, Lotus Notes and other computer based technology.

**Authorised by: Director – Corporate & Leisure**

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**Date:**

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**Employee's Signature:**

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**Date:**

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