



## POSITION DESCRIPTION

<b>Position Title</b>	Customer Experience Officer
<b>Position Code</b>	1543
<b>Directorate</b>	Corporate & Leisure
<b>Work Group</b>	Customer Experience & Information Management
<b>Position Classification</b>	Band 4
<b>Effective Date</b>	July 2026

### 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 Enhance customer service delivery from multiple channels at the first point of contact for the organisation and Wangaratta Government Centre.
- 1.2 To deliver excellent service with effective operations, accurate information and first-time resolution in line with Our Community Promise.

### 2. Working Relationships

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

### 3. Key Responsibilities

- 3.1 Maximise first time resolution for all customer enquiries - in person, by phone, email and online - answering accurately in a courteous and efficient manner.
- 3.2 Ensure all monies received are accurately receipted, reconciled and banked daily and monthly financial tasks are undertaken.
- 3.3 Manage and administer Council booking systems for Council assets (for example, rooms, facilities, fleet and other resources) for internal and external customers.
- 3.4 Issue permits and process applications on behalf of Council policies and local law guidelines.
- 3.5 Effectively utilise Councils Customer Request Management System to record and track customer requests for action and information
- 3.6 Maintain Customer Request Management service standards and knowledge base and other specific Customer Service programs and processes.
- 3.7 Ability to manage difficult, unreasonable or aggressive customer interactions in accordance with organisational policies, ensuring personal safety and the safety of others. Respond to incidents using de-escalation techniques, and report incidents in line with OHS and incident management procedures.
- 3.8 Assist with the training of new Customer Service staff and programs and facilitate Customer Service training to other Council staff as required.
- 3.9 Liaise with other departments/teams to build knowledge of business areas and identify opportunities for ongoing improvements in the provision of excellent customer service.
- 3.10 Receipt, record and distribute mail and correspondence records.
- 3.11 Other administrative duties as directed by the Customer Experience & Information Management 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 Experience & Information Management 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 in person, telephone, email and online enquiries.
- 5.4 Authority to provide more detailed information on permits, applications, property and revenue, compliance and other Council enquiries in accordance with specified guidelines.
- 5.5 Responsible for daily and monthly receipting, reconciliation and 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 ensuring policies and procedures are adhered to and all requests are followed up.
- 6.3. Exercise judgement and make decisions when handling enquiries at first point of contact, wherever possible.
- 6.4. Work unsupervised to achieve the goals and objectives for the delivery of excellent customer service.
- 6.5. Confer with Customer Experience and Information Management Coordinator to make decisions that may influence the approach to a given request. 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 Experience in cash handling, revenue collection and reconciliation procedures.
- 7.1.3 Knowledge of safe work practices for managing occupational violence and aggression (OVA).
- 7.1.4 Highly level of literacy and numerical skills
- 7.1.5 Accuracy and attention to detail in request management, cash handling, transaction processing and record documentation
- 7.1.6 Highly developed skills in the use of Microsoft Office programs, point of sale systems, customer request systems and other computer-based technology.

### 7.2 Management Skills

- 7.2.1 Ability to set priorities and plan the completion of tasks using effective time management skills.
- 7.2.2 Excellent organisational skills and the ability to manage multiple tasks simultaneously in a pressured and changing environment.

### 7.3 Interpersonal Skills

- 7.3.1 Excellent written and oral communication skills and ability to relate to a broad range of people both internally and externally.
- 7.3.2 High level customer service skills and the ability to maintain a courteous disposition and a friendly demeanour under high pressure situations.
- 7.3.3 Ability to apply de-escalation techniques and follow OVA escalation processes in line with Council requirements.

7.3.4 Proficient use of communication technology

7.3.5 Demonstrated skills in conflict resolution and dealing with difficult customers while facilitating a favourable result

7.3.6 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 handling complex and technical matters in a setting such as retail or hospitality.
- 8.2 Demonstrated experience providing excellent customer service outcomes to a range of customers for a multi-service organisation
- 8.3 Sound administrative, keyboard and organisational skills within a dynamic environment
- 8.4 Highly developed skills in the use of Microsoft Office programs, point of sale systems, customer request systems and other computer-based technology.
- 8.5 Experience in cash handling, revenue collection and reconciliation procedures
- 8.6 An understanding of the core functions of Council and knowledge of the relevant provisions of the Local Government Act and Council By-Laws.

## **9. Key Selection Criteria**

- 9.1 Minimum Certificate III in Business / Administration or experience in a dynamic and busy customer service role handling complex and technical matters in a setting such as retail or hospitality.
- 9.2 Experience in cash handling, revenue collection and reconciliation procedures
- 9.3 A commitment to the provision of a quality customer focused service in person, by phone, email 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 Demonstrated skills in conflict resolution and dealing with difficult customers while facilitating a favourable result
- 9.6 Excellent organisational skills and the ability to manage multiple tasks simultaneously in a pressured and changing environment
- 9.7 Highly developed skills in the use of Microsoft Office programs, point of sale systems, customer request systems and other computer-based technology
- 9.8 An understanding of the core functions of Council and knowledge of the relevant provisions of the Local Government Act and Council By-Laws

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

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**Date:** 17 April 2026

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**Employee's Signature:**

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**Date:**

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