

SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

Position Details

Title:	Customer Service Officer
Classification:	Band 4
Business Unit:	Communications and Engagement
Directorate:	Office of the Chief Executive Officer
Reports to:	Team Leader Customer Service

Our Vision and Values

Vision

Thriving Community, Limitless Opportunity

Values

Raise the Bar

Create Brilliance Together

Dream Boldly, Change Bravely

Integrity in Every Step

Child Safety

Southern Grampians Shire Council is a child safe organisation committed to the Victorian Child Safe Standards by:

- providing an environment where Aboriginal children and young people can express their culture and enjoy their cultural rights
- having a zero-tolerance approach to child abuse
- having a zero-tolerance approach to racism and an expectation that staff and volunteers will act on incidents of racism

Position Summary

This position is responsible for the handling of different types of transactions within the Customer Service Area. The position is also responsible for the completion of daily tasks and works as part of a team towards achieving the departments Key Performance Indicators

The Customer Service Team works with all staff across the organisation on continual improvement and Service Quality. The Customer Service role is solution focused and works in consultation with our internal/external customers and other departments

Key Responsibilities

- Provide a professional customer enquiry service and refer enquiries as appropriate, endeavouring to resolve matters involving conflict, prior to referral
- Assist in the provision of, a responsive and professional switchboard service, cashiering function, including receipting, balancing and reconciling and information provision
- Undertake filing of documents and correspondence as required
- Perform data input, word processing and administration duties to assist your department in an accurate and timely manner as required
- Actively support colleagues with various corporate systems including telephone, customer requests and document management
- Assist with other functions of the unit where practical

Extent of Authority

- Responsible for conveying to the public, an informed and professional image of Council, when responding to public enquiries
- Responsible for responding to general enquiries made by the public, and providing information as required. Some enquiries may need to be referred to a more senior officer prior to a response being provided
- Responsible for all revenue received until handed over ready for banking
- Responsible for determining the importance of an enquiry or message with regard to urgency and referral to appropriate personnel
- Responsible for accurate and timely data entry
- Commit to and adhere with Councils Child Safe Requirements

Judgement and Decision Making

- Judgement and decision-making is limited by Council policies and procedures

Specialist Skills and Knowledge

- Excellent public relations and communication skills with the ability to maintain an efficient, courteous and pleasant manner at all times
- Demonstrated proficiency in computer/keyboard skills, data entry, and the use of personal computer applications utilising Microsoft Office
- Ability to access and understand computer-produced data

- Demonstrated knowledge and accuracy with numerical data and cash-handling
- Capacity to work effectively within a team environment
- Proficiency in general clerical/administrative skills

Management Skills

- Skills in managing time, setting priorities, planning and organising one's own work
- Ability to achieve objectives within a set timetable
- Will comply with systems and policies to ensure a safe work environment by:
 - Taking reasonable care for your own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
 - Contribute to OHS consultation processes
 - Prompt reporting of hazards and incidents

Inter-personal skills

- Demonstrated ability to display a tolerant and understanding approach towards members of the public at all times
- Able to gain the cooperation of customers (both internal and external)
- Demonstrated ability to serve the public in a polite, cooperative and confident manner, and to refer enquiries and requests to other staff as appropriate
- Demonstrated ability to work harmoniously in a team environment, and to promote a team approach to work practices
- Well-developed verbal and written communication skills – including conflict resolution skills
- Ability to maintain confidentiality
- Recognition of the requirement to seek assistance and advice when uncertain of the correct response to an issue

Compliance with Legislation and Policies

- Adhere to all current relevant codes of conduct and legislative requirements including but not limited to:
 - Southern Grampians Shire Council Policies and Procedures
 - Southern Grampians Shire Council Staff Code of Conduct
 - Privacy and Data Protection Act 2014 (Vic)

- Equal Opportunity Act 2010 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Government/Industry Codes of Conduct
- The Southern Grampians Shire Council Enterprise Agreement
- The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety, and wellbeing of Council employees by:
 - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004

Key Selection Criteria

The employee will demonstrate the following:

- Demonstrated experience in a busy customer service environment
- Experience involving cash handling with a demonstrated high level of accuracy
- Well-developed computer and data-entry skills with high level of accuracy
- Be attentive, alert, respectful and friendly to all customers
- Good Communication and people skills
- Ability to deal discreetly and tactfully with confidential and sensitive matters

Agreement

I, have read and understand the objectives and conditions of the above-mentioned role.

Signature:

Date: