

<b>POSITION DESCRIPTION</b>		
<b>Position Title:</b> Customer Services Officer	<b>Classification:</b> Band 1 Level 3 Grade 6	<b>Position Number:</b> BHCC-CGS-04
<b>Group/Area:</b> Corporate Administration	<b>Reports to:</b> Corporate Services Coordinator	<b>Hours per week:</b> 35
<p><b>Our Organisation:</b></p> <p><b>Vision:</b> Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p><b>Mission:</b> Council provides responsive community leadership to enhance community living and facilitate a prosperous economy.</p> <p><b>Our Values:</b> Accountability, Pride, Perseverance, Courage and Honesty, Teamwork</p>		
<p><b>Position Objective:</b></p> <p>Broken Hill City Council's Administrative Centre is the primary point of frontline contact for telephone and face to face contact for all Council related enquiries, such as lodgement of applications, payment, bookings and requests in relation to the services that Council provides.</p> <p>The primary objectives of the position are:</p> <ul style="list-style-type: none"> <li>• The delivery of high-quality customer service and administration support through the provision of accurate information and assistance; maximising on first time resolutions to both external and internal customers of Council, via the customer services desk and call centre</li> <li>• The rotation of staff between the customer relations desk (face to face) and the contact centre (telephones)</li> <li>• Playing a key role in supporting in particular the Rates and Planning teams in rates administration and development assessment process by providing practical and technical support, including advice and administrative tasks</li> </ul>		
<p><b>Key Stakeholders:</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Chief Corporate &amp; Community Officer</li> <li>• Executive Leadership Team</li> <li>• Mayor and Councillors</li> <li>• Corporate Services Team</li> <li>• Other Council departments</li> <li>• Local, State, Federal agency representatives</li> <li>• Residents, ratepayers and other users of Council services</li> <li>• Suppliers and contractors</li> </ul>		
<p><b>Reporting Lines:</b></p> <p>This position reports to the Corporate Services Coordinator. The position does not supervise any other employees.</p>		
<b>Accountabilities</b>		
<p><b>You will use your professional skills and experience to:</b></p> <p>(N.B. As a first point of contact for customers enquiries, transactions and requests, Customer Officers will assist members of the public with counter, inbox and telephone enquiries covering all facets of Council's operations)</p> <ul style="list-style-type: none"> <li>• Provide high quality customer service and administration support through the provision of an in-depth knowledge of Council services to effectively communicate accurate information</li> <li>• Provide assistance, first time resolutions and negotiation of conflicts to both external and internal customers of Council, via the customer services desk and call centre; sometimes dealing with customers who can be difficult or demanding, to achieve a positive outcome</li> </ul>		

- Undertake statistic gathering in regard to the Call Centre operations; understanding that own actions will be monitored for teaching purposes, as well as monitoring customer approach
- Actively stay up to date of Council activities and services and trouble shoot customer issues at first point of contact, with referral of enquiries through to specialist staff, where necessary
- Develop and maintain positive working relationships with staff from other departments and work in conjunction with them to participate in work rotations/projects to develop knowledge, resources and experience to maximise resolution of customer issues and ensure effective service delivery and continuous improvement is achieved
- Proactively contributing towards and working within all adopted customer service charters, strategies, policies and procedures established by Council
- Administer the processes for the booking of Council's "community use" assets to ensure events or similar are fit for purpose and meet customer expectations and Council requirements; including the issue and securing of keys for Council owned facilities; and refund on receipt of return
- Administer the processes for Council's pool car bookings, including the issue and securing of car keys
- Update corporate communication channels; including inbox management, intranet, website and assist with disseminating information within the organisation
- Coordinate the raising and lowering of flags at the Administrative Centre, as required
- Undertake appropriate opening and closing of the Administrative Centre and complete all required end of business day tasks including finalisation of cashiering responsibilities, close of service desk, securing of Council facility and pool vehicle keys, switchboard Customer Service line, securing of customer service area, and public entrance doors, and securing of nominated surrounding facilities

#### **Reception/Cashiering**

- Register customer requests, including compliments and complaints, ensuring accurate information is entered into systems, to provide Council and other agencies with necessary information
- Perform cashier duties such as accepting and receipting cash, cheque and EFTPOS payments, ensuring monies are allocated to the correct accounts, including accurately balancing of cash drawers daily and the running of all required reports and returned to Financial Accounting within required timeframes
- Receive customers and visitors to Council in a polite and courteous manner, ensuring all visitors to Council are signed in as required and their arrival announced to the hosting Council officer(s)
- Accept and record courier deliveries and promptly notify the appropriate department of the arrival of the goods
- Ensure hand delivered mail to the front counter is date stamped and treated appropriately

#### **Provide Rates and Finance area function support by:**

- Supporting Rates administration by responding to rate and debtor enquiries including dealing with complaints and solving problems
- Processing rates function transactions, including change of address
- Supporting debt recovery processes including assisting ratepayers to enter into payment arrangement agreements with Council

#### **Provide Development assessment process support by:**

- Effectively communicating the development process
- Assessment and registering applications being lodged to ensure specified information has been supplied, and correct fees calculated including a basic knowledge of legislative requirements, to assist Council in the assessment of applications
- Undertaking training, to support town planners in the development assessment process by providing practical and technical support, including advice and administrative tasks
- Assessment, registering and generation of legal planning certificates (Sec 10.7 and 121ZP) for review and approval by Town Planner

**Provide high quality administration support by:**

- Managing the administration of Council's Customer Requests Management (CRM) systems and processes including information gathering, allocation of tasks, action task reporting, documentation collation, outstanding and overdue task reporting and follow up to ensure process completed requests and monitor compliance with customer service standards
- Administer and maintain the Bin Register system and processes
- Raise invoices where required, such as bin services, fee for service
- Undertaking tasks to support the administration of corporate and/or compliance registers, databases, such as data entry for fire safety statements, footway restaurant approvals and processing of permits and applications
- Drafting and preparation of standard and non-standard correspondence, request responses and meeting minutes
- An understanding of Council's cemetery and operations to undertake research and respond to enquiries
- Provide support to the Administration team and participate in special projects, as required
- Perform key data entry functions in the NSW Companion Animal Register, to support Council as a registration agent and enforcement agency, including receipt for payments, entering accurate information and the issuing of certificates and standard correspondence
- Undertake searches of the NSW Companion Animals Register in accordance with the Guideline on the Exercise of Functions under the Companion Animals Act
- Monthly reconciliation and remittance of government levies and fees, such as Companion Animal Register, PlanFirst and LSL
- Collation of statistical information and analysis data for monthly reporting purposes, such as ABS and BPB statutory reporting, key performance indicator reporting and collection of function area data
- Maintain currency of New Resident packs and make available in hard copy and online
- Completing generic administrative duties including hard/electronic mail sorting and distribution, filing, data entry, scanning, electronic records management, file research, binding, document publishing
- Maintain registers and issue Volunteer Loyalty Cards and Living Desert Annual Passes
- Maintain up to date information relating to services and information used by the frontline Customer Service function, such as manuals, processes and frequently asked questions
- Provide training and guidance to team members and internal customers on the effective use of systems and processes
- Provide back up support to other team members or areas, as required
- Seek and be receptive to feedback and discuss with your supervisor on how you can be more effective in your role and improve your professional skills

**You will enhance community confidence in Broken Hill City Council by:**

- As the first point of contact with council provide accurate information or referral on Council's role, the services and products we provide to the community and where we can add value to the communities' future
- Assist your organisation by maintaining positive working relationships and channels of communication with a wide range of stakeholders, including Council staff, other Councils, government agencies, and members of the community
- Ensure that the division is supported to achieve performance reporting and/or compliance requirements, and these are monitored and updated on a regular basis
- Projecting a favourable professional image of Council to the community

**You will contribute to a customer focused approach to service delivery by:**

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes

- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer view point and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Being recognised for having a professional attitude towards customers.
- Having an ability to manage difficult situations and conflicts – calmly and professionally

**You will contribute to an effective organisation by:**

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

**You will assist Council in achieving a financially sustainable future by:**

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs

**You will assist Council to meet Records Information management:**

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

**You will adopt a team work approach by:**

- Performing an active role within the administration team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members
- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities

**You will ensure a safe and equitable workplace environment by:**

- Acting in accordance with the NSW WHS Act 2011, WHS Regulations and Council's WHS Framework
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these

**Other duties**

- In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.
- The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

- Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

### Selection Criteria


#### Essential

- Certificate III or equivalent in customer service, business administration, local government or relevant recent work experience
- Demonstrated knowledge of customer service principles and practices
- Commitment to customer satisfaction
- Ability to communicate clearly and professionally, both verbally and in writing
- Experience providing solutions to wide range of customers and stakeholders
- Strong detail orientation and communicating/listening skills
- Strong analytical and problem-solving skills
- Demonstrated time management skills
- High level of computer literacy, including proficiency with Microsoft Office suite of applications

#### Desirable

- Certificate III or IV in customer service, business administration, local government or other relevant discipline
- Administrative skills and attention to detail and accuracy
- Demonstrated results orientation and willingness to take responsibility for actions and outcomes
- Demonstrated high level of discretion, tact, diplomacy, with the proven ability to deal with highly sensitive or confidential information
- Experience in working within Local Government or similar
- Ability to build relationships with internal and external customers and stakeholders, including members of the public and elected officials
- Demonstrated commitment to continuous improvement

### Acceptance of Position Description

Approved: General Manager	Signature: 	Date: 21/03/2019
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
Accepted: Employee Name	Signature:	Date: