



SOUTH GIPPSLAND SHIRE COUNCIL

POSITION DESCRIPTION

POSITION:	Customer Service Officer
DIRECTORATE:	Development Services
DEPARTMENT:	Economic Development, Tourism and Customer Service
CLASSIFICATION:	Band 4
EMPLOYMENT STATUS:	Temporary Full Time
CURRENT OCCUPANT:	Vacant
DATE:	November 2015

ORGANISATION OVERVIEW

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

DEPARTMENT/TEAM

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The department of the Economic Development Tourism and Customer Services department is to actively plan for and facilitate economic growth and prosperity within the shire by actively promoting and supporting sustainable industry development, commercial business opportunities and by providing excellent customer and visitor information services.



The Department of Economic Development, Tourism & Customer Service is responsible for:

- Tourism
- Economic Development
- Visitor Information Centres
- Customer Service
- Coal Creek Community Park & Museum
- Council managed Caravan Parks

The Customer Service team is responsible for:

- Communications and Marketing
- Customer Service
- Website content

ORGANISATIONAL RELATIONSHIPS:

Reports To: Customer Service Team Leader

Direct Reports: None

Key Internal Relationships:

- Corporate & Community Services Directorate
- Development Services Directorate
- Sustainable Communities & Infrastructure Services Directorate
- Executive Leadership Team

Key External Relationships:

- Residents and members of the public
- Community groups
- Contractors
- Other Local Government Authorities

1. POSITION PURPOSE

- Provide frontline reception and telephone services to residents and visitors to the Shire, assisting with general enquiries, processing payments and providing administrative support to the organisation.
- Consistently deliver high levels of quality customer service and display appropriate professional behaviours and team work.
- Maintain a high level of knowledge of products and services that Council offers to its customers.



- Handling, with the aim to resolve where appropriate, initial customer complaints or disputes in line with Council's Dispute Resolution Guidelines.
- To process all cash receipting in accordance with Council standards

2. KEY RESPONSIBILITIES

- To provide quality, proactive, timely and informative customer service to the residents, ratepayers and visitors to South Gippsland Shire Council
- To proactively communicate with our customers, primarily in relation to their requests, feedback and concerns
- To provide a quick, friendly and helpful service in a cooperative manner ensuring that all customers feel important.
- To accurately refer customers with counter and telephone enquiries to the relevant staff.
- To accurately and promptly maintain and update relevant customer service data bases.
- To process cash and cheque receipting, balance tills and run reports on a daily basis and prepare monies for banking on a daily basis.
- Process miscellaneous applications and bookings.
- Opening and closing of office and checking outside mailbox, when required.
- Log requests/complaints into the Customer Request System
- Contribute to emergency management activities when required and directed by supervisor/manager
- Minimise risk to all and provide a safe work place through building awareness of, and adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.



3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following:

- Accountable to the Customer Service Team Leader for the efficient and effective operation of the switchboard and carrying out reception and associated duties.
- Authority to sign delivery dockets when goods are received at the Shire Office.
- Accountable for the accurate receipting, processing and balancing of cash, cheques and credit card information
- Authority to open and close office, making sure all monies, cheques etc are placed in safe and locked.
- Authority to issue dog/cat registration tags
- Authority to process payments received
- Accountable to act in accordance with the Councils policies and procedures. Where you do not know, you are obligated to find out.
- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk.

4. JUDGEMENT AND DECISION MAKING SKILLS

Judgement and decision making will be within the ambit of the following:

- The ability to suggest to management improvements to administrative procedures or office equipment relating to the position



- Objectives of the work are well defined but there is scope to determine the method or process from the range of alternatives that are available.
- Guidance and advice are always available

5. SPECIALIST SKILLS AND KNOWLEDGE

The skills and knowledge required to perform the duties of the position include:

- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities.
- Ability to operate software applications including Microsoft Word and Excel, Outlook, Customer Request and Receipting modules and general office equipment.
- Well developed customer service and communication skills.

6. MANAGEMENT SKILLS

The required management skills include:

- Ability to complete work within specified times.
- Ability to organise ones own work and other priorities.
- Ability to adapt to changes in the work area

7. INTERPERSONAL SKILLS

Interpersonal skills include:

- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team
- The ability to effectively communicate with external and internal clients.
- The ability to communicate tactfully and diplomatically with staff and the general public.
- The ability to quickly determine the needs of customers and determine the most appropriate person to provide the information or advice.



8. QUALIFICATIONS AND EXPERIENCE

The qualifications and experience required for the position include:

- Completion of secondary education or equivalent.
- Experience in a customer service/reception, switchboard operation, and administration role and/or a certificate in business administration.
- Experience in receipting, processing and balancing of customer payments.
- Ability to operate Microsoft Word, Excel and Outlook, internet and database search.
- Knowledge or experience in customer request systems is advantageous

9. SELECTION CRITERIA

- Completion of secondary education or equivalent
- Demonstrated experience in a customer service/reception, switchboard operation, and administration role and/or a certificate in business administration.
- Well developed customer service and communication skills
- Ability to operate Microsoft Word and Excel, Outlook
- Demonstrated experience in receipting, processing and balancing of customer payments.
- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team

10. PRE EMPLOYMENT CHECKS

- Applicants may be required to complete a police check if progressing to the next selection stage.
- Applicants may be required to undergo a pre-employment medical examination if progressing to the next selection stage.
- Applicants may be required to undergo an Integrity/Psychometric assessment if progressing to the next selection stage.

**Acceptance of the Position – Successful Candidate to Complete****Agreement:**

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general Terms and Conditions of Employment and I agree to the terms and conditions.

Name (Please print):

Signature:

Date: