

Customer Service Officer

POSITION & PERSON DESCRIPTION

January 2022



City of
Norwood
Payneham
& St Peters

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *City Plan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT: Corporate Services

UNIT: Finance & Administration

SECTION: Customer Service

**ORGANISATIONAL
RELATIONSHIP:** Reports to the Manager, Finance

The Position is also expected to work in collaboration with all Divisions across the Council and therefore is expected to work collaboratively with all departments.

NO. OF DIRECT REPORTS: Nil

**AWARD &
CLASSIFICATION:** *South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement*

General Officer, Level 3.

OVERVIEW

The Customer Service Officer works within a team environment, which collectively, are the first point of contact for persons having dealings with the City of Norwood Payneham & St Peters.

The Customer Service Officer is responsible for the delivery of professional and high quality service and information in response to enquiries, concerns and requests received either in person at the Customer Service Centre, via email and over the telephone.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

POSITION OBJECTIVES

The Customer Service Officer is a key member of the Customer Services Team, with a reporting relationship to the Manager, Finance. The Customer Service Officer will contribute to the achievement of the Customer Services performance objectives by:

1. actively contributing to the effective and efficient delivery of customer services across the City of Norwood Payneham & St Peters;
2. providing high quality, timely and friendly customer service through the provision of a range of services and information to both internal and external customers;
3. deliver cashiering, switchboard / contact centre and administrative support services that promotes excellence in Customer Service;
4. positively contribute to the Council's commitment as a customer first organisation by promoting good public relations and a favourable image of the Council in all dealings with customers; and
5. resolve issues appropriately within the scope of the role and responsibilities.

KEY RESULT AREAS

- ***Operational Responsibilities***

1. Customer Service
2. Administration Support
3. Continuous Improvement

- ***Organisational Responsibilities***

1. Corporate Governance
2. Environmental Sustainability
3. Work Health & Safety and Injury Management
4. Organisational Values

OPERATIONAL RESPONSIBILITIES
Key Responsibilities & Key Tasks

1. Customer Service

- Undertake cashiering, Switchboard / Contact centre and customer services desk duties on a rotational basis ensuring the provision of excellence in Customer Service
- Provide a range of information on the Council's services, programs and activities to customers either face to face, over the telephone or via email contact.
- Respond to customer enquiries in a professional, timely and friendly manner and follow up on enquires to ensure they are addressed within reasonable timeframes.
- Coordinate customer service requests and transactions, providing general information and professional advice ensuring customer needs are continuously met.
- Use initiative within the scope of established work procedures and guidelines to resolve customer issues and /or complaints.
- Adhere to the Councils Cash Handling Policy & Procedures and Internal Control Framework relating to Cash Management at all times.
- Perform operational responsibilities duties in line with the Council's policy and procedures, service standards, code of conduct and the level of authority and responsibilities of the role.
- Ensure the Customer Service Centre is maintained in an orderly condition that projects to the public a professional image.

2. Administration Support

- Assist with a variety of administrative tasks, which support departments across the Council.
- General word processing, preparation of letters, creation of spreadsheets and presentations as required.
- Filing of documents and compliance with Councils record management practises and legislative requirements.

3. Continuous Improvement

- Identify and implement system, policy, process and service improvements to increase capability, effectiveness and efficiency of customer service functions and responsibilities.
- Procedure documentation prepared, regularly reviewed and kept up to date for key processes.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "*customer first*" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *City Plan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - Cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- Minimum of two (2) years' experience in a Customer Service position or equivalent role.
- Certificate III in Business Administration and previous Local Government Experience is highly desirable.

KNOWLEDGE SKILLS

- Practical knowledge of the values and behaviours required to deliver memorable customer service experiences, including development and implementation of customer focused systems and processes within a continuous improvement framework.
- Excellent working knowledge of customer service and associated administrative office systems, reception procedures and the use of office equipment and technology involving telephone systems and Microsoft Office computer programs, including strong keyboard skills
- A high level of literacy and numeracy skills relevant to a Customer environment, including data entry and the ability to use multiple computerised systems, consistently maintaining a high level of accuracy and meeting quality standards
- Proven ability to deliver consistent, professional quality customer service, displaying the ability to elicit and analyse relevant information and provide accurate and timely responses to a range of culturally diverse customer requests.
- Effective time management skills, including the ability to organise and prioritise work, with tight and often conflicting timeframes to provide an efficient and effective service.
- Display attributes of initiative, responsibility and decisiveness to achieve team and individual goals
- Accurately undertake financial management tasks, including processing and receipting of various Council payment, end of day reconciliation, banking, and refunds in accordance with Councils Policies, procedures and guidelines.

PERSONAL ATTRIBUTES

Collaboration and Communication

- Proven ability to build positive relationships and consults with others, shares relevant information and seeks information from others as required.
- Speaks clearly and respectfully in a confident manner, seeks to understand the viewpoint of others and asks questions to clarify meaning, conveys ideas clearly to others, both written and verbally.
- Proven ability to maintain a calm and an efficient manner during sensitive and demanding situations, across a diverse range of backgrounds and culture.

Customer Commitment and Integrity

- A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within the area of responsibility.
- A willingness to go above and beyond to help improve the quality of life for our citizens, being solutions focused and seeking innovative ways in which to assist.

Customer Service Officer

POSITION & PERSON DESCRIPTION

January 2022



Working Together

- Understands the outcomes and deliverables of the team and demonstrates a commitment to team goals and actively seeks to develop and maintain effective working relationships within the team and with others.
- Proven ability to build and maintain positive and effective team relationships and contributes to the team success.

Excellence

- Lead by example, displaying customer focused behaviours at all times, taking ownership and seeking solutions to resolve problems within level of delegation.
- A willingness to adopt different approaches in order to achieve results, accepts changes in job role in a positive manner.
- Prepared to maintain an up to date knowledge of Council services and programs, participate in ongoing training programs and provide training and assistance to other team members and staff as required.

DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Work Health & Safety (WHS) competencies and training requirements include:
 - Sun Smart UVR (induction)
 - Hazardous Chemicals (induction)
 - Drugs & Alcohol (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks (induction)
 - Fatigue (annual awareness)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations and relevant policies and procedures.
- Comply with the Council's Vaccination Policy.
- Provide evidence of COVID-19 vaccination status.
- Some after-hours work will be required.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.

Customer Service Officer

POSITION & PERSON DESCRIPTION

January 2022



DATE POSITION CREATED:

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT TO COMMENCE:

EMPOWER REVIEW SCHEDULED FOR:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Customer Service Officer.

APPROVED BY:

Mario Barone PSM
Chief Executive Officer

Date

Sharon Perkins
General Manager, Corporate Services

Date

Andrew Alderson
Manager, Finance

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Customer Service Officer has been read and agreed to by

Customer Service Officer

Date

Our Values Behaviour Statements

Our People
 We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Working Together
 A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Leadership
 Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Excellence
 We strive for excellence in everything we do and we encourage innovation and quality.

Integrity
 We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Service
 We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Individual Behaviour

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Organisational Behaviour

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
One Council working together We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> I will collaborate to get better outcomes I will deliver in a mutually agreed timeframe I will reflect on how my actions contribute to the whole experience 	<ul style="list-style-type: none"> Understanding of Systems Thinking and the impact of your actions and decisions Role clarity and understanding your role and the role of others
Own the experience We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> I will put myself in the customer's shoes which will guide my actions I will be courageous to give the customer the best experience I can I will follow up and follow through 	<ul style="list-style-type: none"> Ability to be courageous in addressing customers' needs and trying new solutions Emotional intelligence Ability to follow up the service through the system Active listening skills
Bring my best We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> I will be professional and positive I will ask for feedback and reflect on my service to improve I will practice self-regulation, self-care and know when to ask for help 	<ul style="list-style-type: none"> Skilled in giving and receiving constructive feedback A commitment to stay up to date in technical skills and knowledge Employs strategies to maintain personal and professional resilience
Be adaptable We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> I will ask enough questions to understand what service is needed I will adjust my approach to suit the situation I will be proactive, consider alternatives and creative solutions 	<ul style="list-style-type: none"> Skilled in being agile and adaptable Ability to look for alternatives for best outcomes
Keep it simple We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> I will use language that is easy to understand I will actively listen and stay focused on the situation at hand I will offer relevant answers and solutions 	<ul style="list-style-type: none"> Ability to communicate well and use positive and constructive language