

POSITION DESCRIPTION

Position Title:	Customer Service Officer
Business Group:	Corporate Services
Business Unit:	Customer Service Contact Centre
Salary Point:	8
Position Reports To:	Team Leader
Staff Management:	No
Budget Responsibility:	No
Date PD Reviewed:	August 2015

Organisation Context of Position

Newcastle City Council employs over 900 staff and is responsible for a local government area of 187km². Newcastle has a population of 148,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, Newcastle City Council has a variety of locations across the City and encompasses 3 Groups:

- Planning & Regulatory
- Corporate Services
- Infrastructure

The purpose of the Corporate Services Group is to:

- Ensure Council remains responsive to organisational and diverse community needs and is sufficiently dynamic to respond to changes in local government direction and legislation through the development, implementation and evaluation of effective corporate service strategies.
- Oversee a strong, council wide strategic financial planning and customer service discipline that ensures a sustainable future for Council.

The Business Units that form the Corporate Services Group are:

- Finance
- Information Technology
- Human Resources
- Commercial Property
- Customer Service

The City of Newcastle's Contact Centre is the primary point of contact for telephone and face to face contact for customers needing to lodge applications or make requests in relation to the services that Council provides.

Workplace Health & Safety

WH&S Level	6
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For specific WH&S Responsibilities, Authorities & Accountabilities applicable to this position, the position holder shall refer to the WH&S Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WH&S Responsibilities, Authorities & Accountabilities.

Position Responsibilities

1. The City of Newcastle's Contact Centre is the primary point of contact for telephone and face to face contact for customers needing to lodge applications or make requests in relation to the services that Council provides.
2. The primary objectives of the position are to:
 - o Deliver quality customer service and project a positive image of Council in a professional and courteous manner.
 - o Provide accurate information and resolve customer enquiries through either the Customer Enquiry Centre (face to face) or the Contact Centre (telephones) and refer enquiries through to specialist staff where necessary.
 - o Rotate between the Customer Enquiry Centre (face to face) or the Contact Centre (telephones).
 - o Work within legislative and policy parameters ensuring service standards and performance objectives are achieved.
3. As a first point of contact for customers enquiries, transactions and requests, Customer Service Officers assist members of the public with counter, inbox and telephone enquiries covering all facets of Council's operations. This is provided through:
 - o Communicating accurate information such as Council policies / procedures and resolve conflict, sometimes dealing with customers who may be difficult or demanding, by following Council requirements and customer expectations through the provision of information and services in a courteous, efficient and friendly manner.
 - o Assessing and registering applications being lodged to ensure specified information has been supplied, and correct fees calculated including a basic knowledge of legislative requirements in order to assist Council in the assessment of applications.
 - o Registering all customers requests, including compliments and complaints, ensuring accurate information is entered into systems in order to provide Council and other agencies with necessary information.
 - o Participating in training programs and keeping up to date with policies / procedures and the ability to refer customers to relevant documents.
4. Perform cashiering functions such as accept and receipt cash, cheque and eftpost payments, ensuring monies are allocated to the correct accounts, balance and returned to Financial Accounting within allocated timeframes.
5. Record visitors entering and leaving City Administrative Centre (CAC), ensuring procedures are followed including advice on evacuating the building in an emergency, so that Council can maintain security of the CAC and ensure that no unauthorised persons enter secured areas.
6. Responsible for opening and closing the CAC at the correct times, ensuring the building is secured at the end of the day by the checking of the conference room and toilets to ensure no unauthorised persons are left in the building after hours.
7. Continually seek and explore improvements in systems and processes to achieve improvements in customer service.
8. Perform any other duties or projects which are within the employee's skill, competence and training.

Position Selection Criteria

Essential

1. Certificate III or above business related qualification **and/or** equivalent experience in a customer service role.
2. Strong written and verbal communication skills.
3. Ability to solve problems or look for alternatives that satisfy a range of legislative and Council policies and procedures.
4. Sound negotiation and conflict resolution skills, with the aim of a successful outcome in a challenging environment.
5. In a fast paced environment, high level organisational skills and the ability to prioritise multiple tasks with competing deadlines.
6. Computer literacy through accurate data entry, recording of information and searches in corporate software applications as well as skills in MS Office.
7. Solid experience in processing a variety of payments and end of day reconciliation.
8. Demonstrated ability to work independently and cooperatively in a team environment.

Highly Desirable

1. Knowledge of Local Government's role, functions and responsibilities.
2. Justice of the Peace.
3. Skills in interpreting plans, reading maps and understanding technical issues.