

# Position Information Document

<b>Position Title:</b>	Customer Liaison Officer
<b>Position Incumbent:</b>	Vacant
<b>Reports to:</b>	Team Leader Customer Experience
<b>Classification:</b>	SAMSOA Level 2

## Community

The Community portfolio overseas: Planning Services, Strategic Development, Regulatory Services, Customer Experience and Economic Development on behalf of the Council in support of the wider Alexandrina community.

## Purpose Statement and Values REFIT

We acknowledge and respect our past, empower each other to positively impact the future, collaborate as a team to deliver results for our community, and have fun on the journey...



**Respect:** We respect diversity and inclusion, which broadens our experiences and perspectives.



**Empowered:** We are empowered to deliver for our community.



**Fun:** We find enjoyment and fun in all we do.



**Impact:** We make a difference for our community.



**Teamwork:** We work together with trust and purpose, holding each other accountable.

## Summary of Responsibilities

The Customer Liaison Officer will ensure the delivery of exceptional customer service to everyone who engages with Council, both externally and internally. Customer enquiries will be managed in responsive, courteous and efficient manner and as far as practicable, initial enquiries will be resolved at the first point of contact in accordance with Council's Customer Service Quality Standards.

## Job Specification

- Undertake all core duties associated with the Customer Service Centre.
- Support Council's objectives of delivering exceptional customer service.
- Support the operation of the Service Centre and Information Desks across two sites.

- Resolve customer enquiries at first point of contact, where possible, reducing the need to transfer callers to other areas in the organisation.
- Undertake a range of administrative and financial activities to support the delivery of quality customer service and team members.
- Support the ongoing development and implementation of internal Service Level Agreements to strengthen working relationships with all stakeholders.
- Provide regular input for continuous improvement of work practices within the Customer Service Centre.
- Assist with the review and updating of SOP's and Knowledge Base articles to support the efficient functioning of the Customer Experience team.
- Manage customer interactions via service desk, E-services and over the phone to a high standard while, focusing on first contact resolution.
- Facilitate the accurate and efficient transfer of the customer interaction to the appropriate officer in instances, where additional expertise is required.
- Undertake a range of administrative and financial activities to support the delivery of quality customer service, including but not limited to:
  - Service centre – inbound call centre environment
  - Assist customers with facility bookings and event bookings
  - Lodging customer action requests for service
  - Accepting Development Applications
  - Processing Section 7 and Section 187 search requests within legislated timeframes
  - Processing animal registrations and renewals
  - Processing of Exceptional Circumstances bin applications
  - Rate enquiries
  - Receipting of money and banking
  - Assist with re-stocking of Community Information brochure stands/notice boards
  - Assist with Justice of the Peace day-to-day management
  - After hours call service
  - Internal Pool car bookings
  - Contribute to business unit reporting
- Develop and maintain a good working knowledge of all systems and tools required to effectively perform Customer Services core competencies.
- Share skills and knowledge attained through networking opportunities.
- Other duties within the classification level as directed.

### **Delegations**

- As outlined for POS0265 in RelianSys

### **Systems Interactions**

- SynergySoft
- Microsoft O365
- CiA
- CISCO Finesse Telephony System

### **Skills and Knowledge**

- Respond to customer queries from multiple channels (including face to face, phone, email and other digital channels).

- Excellent written and oral communication skills.
- Sound organisation and time management skills.
- Ability to receipt financial transactions accurately.
- Ability to understand and solve problems by following procedures and guidelines.
- Knowledge of Council policies relevant to Council services.
- Knowledge of statutory requirements relevant to Council services.
- Knowledge of online technologies, including Internet and Electronic Databases.

### **Training**

- Participate in staff development and training programs as required.
- Undertake workplace training in Customer Experience core competencies.
- Take an active part in team-building, quality improvement systems, business planning and other branch or corporate activities.

### **Experience and Qualifications**

#### **Essential Criteria**

- Completion of Year 11
- Ability to provide outstanding customer service via multiple channels (including face-to-face, phone, email, webchat and social media) ensuring a consistent customer experience
- Proven ability to work in a team environment
- Proven ability to seek creative solutions to a wide range of issues and concerns
- Demonstrated ability to work under limited supervision and ability to assess and balance priorities
- Current valid Police Check and DHS Screening check(s) are required for appointment to this position
- Current Drivers Licence

#### **Desirable Criteria**

- Experience in Local Government
- Certificate II in Local Government
- Previous experience in a similar position
- Training and experience in the use of Record Management and CRM Systems
- Training and experience in the use of Cisco telephony

### **Accountability**

Responsible to Team Leader Customer Experience.

### **Requirements of the Employee**

#### **Work Health Safety Responsibility**

Under the WHS Act 2012, Section 28 Duties of Workers, a worker is anyone who works for a PCBU as an employee, self-employed person, outworker, contractor, subcontractor, apprentice or trainee, work experience student, employee of a labour hire company placed with a 'host employer' or a volunteer. Whilst at work a worker must:

- a. Take reasonable care for his or her own health and safety;

- b. Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- c. Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by a person conducting the business or undertaking to allow the person to comply with the Act; and
- d. Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health and safety at the workplace that has been notified to workers.

In addition to the above points from the WHS Act, to minimise risk and ensure the health and safety of themselves and others, workers are responsible to:

- keep their work area free of hazards
- make sure their employer has provided them with induction, training and instructions so they feel safe doing the work being asked of them
- follow all reasonable (safe) directions by their supervisor
- not undertake work if they are not confident that they can do the task safely, and ask their supervisor for guidance and training
- stop work if they become aware of an unsafe situation and immediately report it to their supervisor
- read all policies and procedures carefully, particularly where they may impact on their health and safety
- comply with all policies, procedures and instructions in relation to work, health and safety (WHS)
- wear all required PPE
- operate plant and machinery in line with correct policies, procedures and training
- do not take drugs or consume alcohol before or at work
- actively support WHS consultation processes
- assist incident investigators or workplace inspectors.

### **Customer Service**

- Promote Council's policy of excellence in customer service
- Maintain the highest ethical standards and confidentiality in dealing with the data, our customers and each other.

### **Information Management**

- Contribute to the corporate Records Management system by complying with Council's record management policy and procedures.

### **Performance Development Planning**

- Performance Development Planning shall occur in accordance with the principles of Council's Performance Development Planning Program and the terms of the employment contract. The system involves regular performance feedback based upon progress against agreed performance development criteria and key performance indicators. The criteria will be negotiated between the employee and their supervisor within three months of appointment and will include the duties contained in this job description.

### Special Conditions

- The incumbent of this position may be required to work outside standard hours in special circumstances.

### Review

- This job description is subject to regular review\* and amendment as required.

\*The above review will be undertaken in conjunction with the Manager when the Objectives and Key Results (OKRs) are set when Performance and Career Development Planning is undertaken.

Job and Person Description agreed by

Signed \_\_\_\_\_

Date / /

Date appointed to position / /

Date position description last reviewed / /

Next review date / /