

POSITION TITLE:	Customer Service Officer	CLASSIFICATION:	Band 4
REPORTS TO:	Coordinator Customer Service	CONTRACT:	Permanent Full Time
DEPARTMENT:	Customer & Transformation		

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable and delivering effective services to our community.

VISION

Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

As a Customer Service Officer you are the first point of contact for our residents and customers. Promoting Council's public image and the effectiveness of the Service Centre Team by acting as a key link in the relationship between Council and its' customers.

RESPONSIBILITIES	KEY OUTCOMES
Customer Management	<ul style="list-style-type: none"> Providing a courteous, high-quality response to customer enquiries, requests for services and other business transactions received by telephone, email and face to face interactions
Internal Stakeholder Management	<ul style="list-style-type: none"> Liaising with other Council departments and officers to achieve high level outcomes for our customers Supporting the operations of internal departments and assisting in the development and improvement of customer services and standards that guide all Council services
Front Facing Duties	<ul style="list-style-type: none"> Providing responsive front desk services for our internal and external customers, courier services and visitors across our two Customer Service sites.

KEY WORKING RELATIONSHIPS



- Direct reports:** Coordinator of Customer Operations
- Internal:** Manager of Customer Operations, all other Council Departments
- External:** Customers, stakeholders

REQUIRED SKILLS AND COMPETENCIES

Customer Service environment experience	» Demonstrated experience of working in a busy multichannel customer service environment whilst successfully managing customer concerns to deliver positive outcomes
Computer literacy	» Fast and accurate keyboard skills and the ability to navigate efficiently between different software applications
Request Management Systems experience	» Demonstrated experience in both entering and accessing information in a records management system to resolve enquiries and complete transactions in a timely manner
Organisational skills	» Ability to plan and organise work to meet quality standards and to identify improvement opportunities for procedures and services outcomes.
Cash handling	» Experience with complex cash handling including reconciliation, balancing of cash drawers and banking.

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: