

JOB TITLE Customer Service Officer	CLASSIFICATION Band 4	REPORTS TO Team Leader Customer Service
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WHAT WE TRUST YOU TO DELIVER



- Provide a courteous high quality response to customer enquiries, requests for service and business transactions received by telephone and by correspondence/email.
- Enhance and promote 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.
- Provide responsive front desk reception services for internal & external customers, courier services and visitor access.
- Support the operations of internal departments and assist in the development and improvement of customer service processes and standards which guide all Council services.

WHAT YOU'LL NEED TO THRIVE



- Demonstrated experience in a busy customer service environment, successfully managing customer concerns to deliver positive outcomes.
- High level of computer literacy including fast and accurate keyboard skills and the ability to navigate efficiently between different software applications.
- Proven ability to plan and organise work to meet quality standards and manage emerging requests for information or action from customers
- Ability to identify improvement opportunities for procedures and service outcomes and contribute to development initiatives.
- Demonstrated experience entering and accessing information in customer request management systems.
- Experience with complex cash handling processes including reconciliation and balancing of cash drawers.
- Excellent customer service skills (telephone contact, correspondence and face to face) and a passion for assisting people.
- A high level of competency and effective use of the technology used in customer service and call centres to resolve enquiries and complete transactions.

WHAT WE'LL DO TO SUPPORT YOU



- Provide a safe and welcoming environment where you will be encouraged to innovate and embed new ways of working.
- Deliver opportunity for genuine engagement and collaboration across all levels of the business.
- Commit to your long term growth and career development.
- Provide access to our Executive Team to share ideas and make a positive difference across the organisation.

WHERE YOU FIT IN AND THE DIFFERENCE YOU CAN MAKE



VISION Council will be an inclusive, healthy, creative, sustainable and smart community
VALUES Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

OUR CAPABILITY FRAMEWORK OUTLINES THE BUILDING BLOCKS WE USE TO DEVELOP OUR ORGANISATION AND PEOPLE



CAPABILITY	Project Management	Change	Communication	Good Governance	Achievement
LEVEL	1	1	1	1	1
CAPABILITY	Leadership Impact	Decisiveness	Agility	Care	Growth Mindset
LEVEL	1	1	1	1	1