

Position Description:

Team Leader Customer Experience

POSITION DETAILS

Position grade	Grade 11		
Position type	Permanent, full-time		
Reports to	Coordinator Customer Experience		
Department	Customer Experience and Technology		
Job function group	Leadership		
Staff reporting responsibilities	Yes	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

This position leads a team dedicated to providing high-quality, efficient, and positive end-to-end experiences for internal and external customers across multiple Council sites and touchpoints, fostering a customer experience-oriented culture within the team and Council. Responsibilities include overseeing seamless customer experiences, cultivating a customer-centric culture, and upholding high service standards.

QUALIFICATIONS AND EXPERIENCE

Essential

- Relevant tertiary qualifications or demonstrated extensive related experience.
- Proven experience in leading a high performing team, including the ability to motivate, inspire, and empower team members to achieve their full potential.
- Strong decision-making skills, with the ability to make sound judgments in complex and fast-paced environments.
- Effective problem-solving abilities, with a proactive approach to addressing challenges and implementing solutions.
- Demonstrated ability to manage change and adapt to evolving business needs and priorities.
- Commitment to fostering a culture of continuous learning and development within the team.
- Proven experience in delivering excellent customer experience and exceeding customer expectations across various contact channels.

- Strong written and oral communication skills, including the preparation of reports, submissions, and correspondence.
- Experience in handling general technical or complex enquiries, including development assessment and rates.
- Excellent organisational and time management abilities.
- Demonstrated conflict resolution and negotiation skills.
- Extensive experience in processing applications, production of certificates, and cashiering, including end-of-day reconciliation.
- Flexibility to work as part of a roster to lead staff and carry out duties across multiple service points.
- Ability to monitor work volumes, identify emerging issues or trends, and recommend changes.
- Experience administering a Customer Relationship Management System.
- Demonstrated experience in implementing new customer experience initiatives and service improvements to enhance the end-user experience.
- Eligibility as a Justice of the Peace.

Desirable

- Class C License.
- Previous Local Government Experience.
- Experience in the TechnologyOne ECM EDRMS system.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification

DUTIES AND RESPONSIBILITIES

Leadership and Team Management

- Lead and mentor a team of customer experience professionals to deliver exceptional service to both internal and external customers.
- Provide guidance, support, and coaching to team members, fostering a collaborative and high-performing team environment.
- Conduct regular performance evaluations, quality assurance, set goals, and provide constructive feedback to team members to drive continuous improvement.

Customer Experience Excellence

- Proven leadership experience in a customer service environment.
- Provide front-line customer experience support through various channels including telephone, in-person interactions, written communication, and online platforms.
- Maintain an up-to-date knowledge of the Council's products, services, and activities.
- Act as the primary liaison between the Council's service units and their customers, identifying and implementing service enhancement strategies and improvements.

Operational Management

- Lead a team of customer experience specialists in providing an exceptional level of service to all stakeholders.
- Oversee the day-to-day operations of the customer experience team, ensuring efficient workflow and timely resolution of customer enquiries and issues.



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- Monitor service levels, manage rosters, identify areas for improvement, and implement strategies to optimise team performance and customer satisfaction.

Communication and Collaboration

- Foster open communication and collaboration within the team and with other departments to ensure alignment and seamless service delivery.
- Liaise with stakeholders to gather feedback, address concerns, and identify opportunities for service improvement.

Administrative Responsibilities

- Record and analyse statistical information regarding types of enquiries received and referrals to other Council officers.
- Ensure the cleanliness and organisation of public areas such as foyers, counters, and contact centres.
- Process monetary transactions, including receipting, balancing, refunds, and banking.

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this were to occur.



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Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee
signature

Date of
acceptance



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