

Position Description: **Customer Experience Officer**

POSITION DETAILS

Position grade	Grade 8		
Position type	Permanent, full-time		
Reports to	Coordiantor Customer Experience		
Department	Customer Experience and Technology		
Job function group	Professional		
Staff reporting responsibilities	Nil	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 ensures high-quality, efficient and positive end to end experiences for both internal and external customers across mutluple Council sites and touchpoints. Its primary goal is to foster a customer experience orientated culture within the team and Council through excellence in customer Experience.

QUALIFICATIONS AND EXPERIENCE

Essential

- Relevant tertiary qualifications or demonstrated extensive related experience
- Eligible as a Justice of the Peace.
- Ability to perofm all functions across multiple work sites. Including but not limited to, Auburn and Merrylands Service centres and Berala and Wenworthville Community Centres.
- Proven experience in the delivery of excellent customer experience and in exceeding customer expectations across a variety of contact channels, including phone and front counter and remote sites.
- Proven written and oral communication and interpersonal skills, including the preparation of regular reports, submissions and correspondence.
- Experience with the handling of general technical or more complex enquiries including Development Assessment, rates and developing and upskilling staff to handle as appropriate
- Highly developed organisational and time management skills
- Demonstrated ability to effectively resolve conflict and negotiate solutions

- Extensive experience in processing applications and requests for service, production of certificates and cashiering including end of day reconciliation and processing
- Flexibility to work as part of a roster to both lead staff and carry out duties on the counter, call centre, electronic customer service and administration
- Ability to monitor work volumes, report new or emerging issues or trends and recommend changes
- Demonstrated experience in administering a Customer Relationship Management System
- Demonstrated experience in implementing new customer experience initiatives and service improvements to enhance the end user customer experience.

Desirable

- Previous Local Government environment.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification

DUTIES AND RESPONSIBILITIES

- Providing front line customer experience to external and internal customers over the telephone, in person, writing and online including the provision of information, processing applications and requests for service, production of certificates and cashiering.
- Maintaining current knowledge of the Council's products, services and activities.
- Providing the primary link between the Council's service units and their customers Identifying and implementing service enhancement strategies and improvements to the Manager Customer Experience
- Ability to work across all current and future Council Service Centres.
- Recording statistical information regarding types of enquiries received and referrals to other Council officers.
- Providing first level support for complex or difficult enquiries and dispute resolution
- Keeping the foyer, counter and contact centre tidy and fully stocked with current brochures and application forms
- Working flexibly within a team environment, including coaching and assisting less experienced staff
- Maintaining and enhancing the Council's corporate image in accordance with Council's values
- Attend work fit for duty and well presented
- Process monetary transactions including receipting, balancing, refunds and banking
- Participating in regular team meetings including identifying and rectifying procedural problems. These meetings may also be scheduled out of business hours.



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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
- 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 was to occur.

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.



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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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