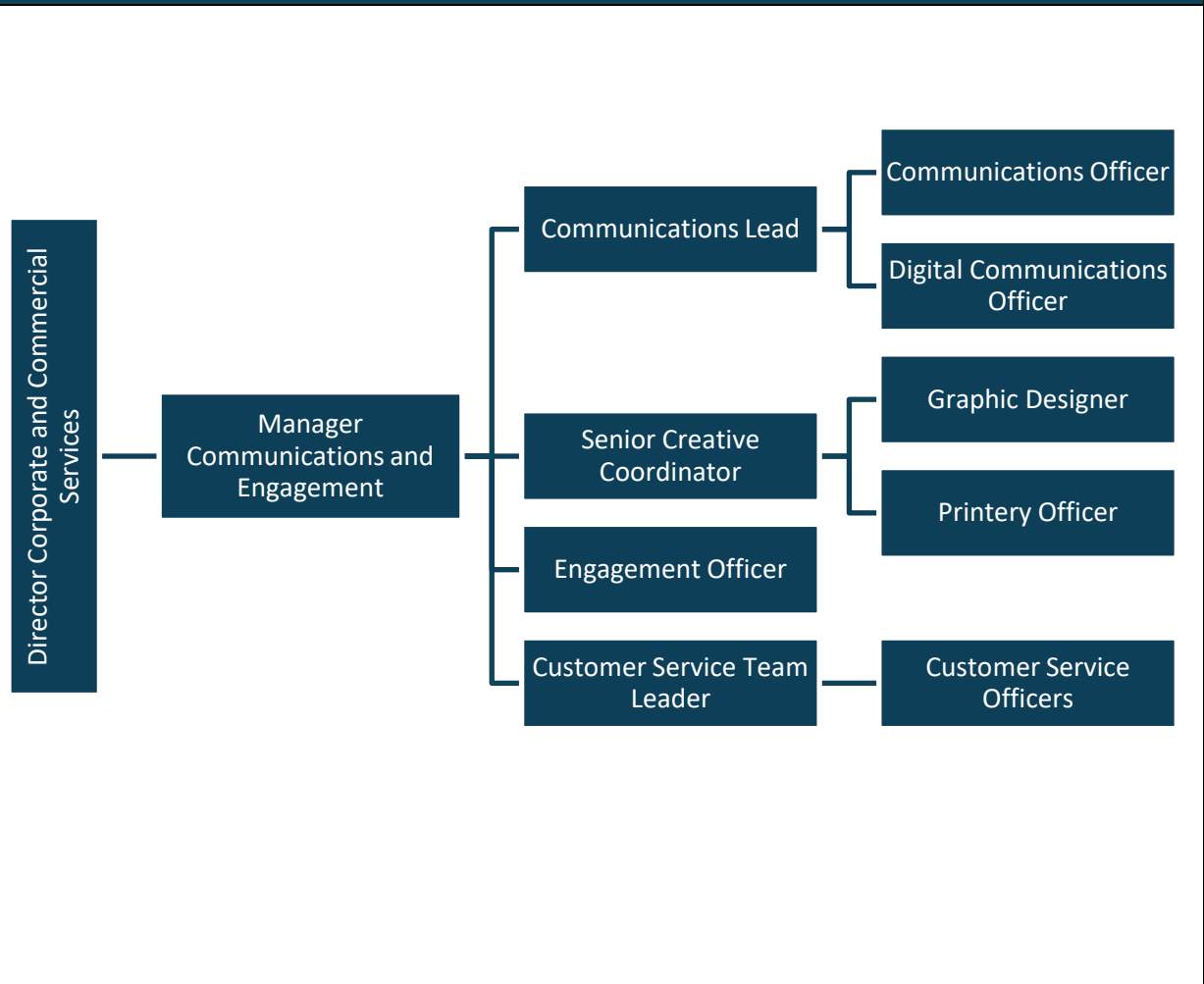


<b>Position Title:</b>	Customer Service Officer
<b>Division:</b>	Corporate and Commercial Services
<b>Section:</b>	Communications and Engagement
<b>Grade:</b>	5
<b>Delegations:</b>	Nil
<b>Position FTE Hours:</b>	35

### Primary Purpose

Deliver services that provide timely, accurate and efficient information and assistance to the community of Orange, ensuring high levels of customer service delivery and the provision of a quality customer experience which is easy, convenient and secure as possible.

### Sectional Structure



### Selection Criteria

#### Qualifications/Licences

- Certificate III in Administration, Customer Service or similar
- Satisfactory Criminal Record Check

#### Skills and Experience

- Previous experience in a similar role
- High level of verbal and written communication skills including the capacity to interact with internal and external customers to provide a quality customer experience.
- Demonstrated experience in cashiering or cash handling
- Proven ability to work as part of a team
- Well-developed computer literacy skills in the use of a variety of computer software packages
- Excellent organisational and planning skills, including the capacity to work to deadlines and set priorities
- Proven effective conflict resolution and problem-solving skills
- Demonstrated ability to model Council's key values and desired behaviours

### Key Accountabilities/Duties

- Deliver timely customer services in person, over the phone, email or across multi-communication channels in line with established customer service standards.
- Respond to customer enquiries, needs, concerns and suggestions in a timely manner to improve and maintain quality of service, are recorded in the customer request system and in accordance with corporate protocols
- Promote Council programs and services and educate customers to enable their easier access to Council services, technology and information.
- Assist in the delivery of enhanced business systems and processes in consultation with internal and external customers and stakeholders.
- Ability to make decisions on a daily or as required basis to solve technical or complex issues by using advanced problem solving and judgement skills to resolve potential disputes by interpretation of readily available information and selecting an appropriate solution.
- Assist customers with the compilation and lodgement of application relating to services that Council provides i.e., rates, animal registrations, tree removals, temporary food permits.
- Receive and process development fee estimate quotes, development and associated applications in accordance with Council policy and procedures.
- Act as a 'Process Champion' and actively participate in the review, development and implementation of customer service improvement initiatives.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, manager and other key stakeholders to achieve goals, work requests, demands and to ensure accurate and relevant information is being communicated with the general public
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time

Position Capabilities	
<p>The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available <a href="#">here</a>. The focus capabilities for this position are:</p>	
Group	Capability
Personal Attributes	<p><b>Manage Self - Foundational "Does it"</b> <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i></p> <ul style="list-style-type: none"> <li>• Checks understanding of own role within the team</li> <li>• Proactively seeks instruction and guidance</li> <li>• Approaches work tasks with energy and enthusiasm</li> <li>• Stays up to date with knowledge, training and accreditation in relevant skills areas</li> <li>• Is willing to learn and apply new skills</li> <li>• Learns from mistakes and the feedback of others</li> </ul>
	<p><b>Ownership - Foundational "Does it"</b> <i>Take responsibility and ownership of work and delivering to quality standards.</i></p> <ul style="list-style-type: none"> <li>• Takes responsibility for own actions</li> <li>• Completes tasks he/she has agreed to on time</li> <li>• Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly</li> </ul>
Relationships	<p><b>Customer Focus - Demonstrates "Achieves it"</b> <i>Commit to delivering customer focused services in line with strategic objectives.</i></p> <ul style="list-style-type: none"> <li>• Identifies and responds quickly to customer needs</li> <li>• Demonstrates a thorough knowledge of services provided</li> <li>• Puts the customer and community at the heart of work activities</li> <li>• Takes responsibility for resolving customer issues and needs</li> </ul>
	<p><b>Team Work - Foundational "Does it"</b> <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity.</i></p> <ul style="list-style-type: none"> <li>• Keeps team and supervisor informed of what he/she is working on</li> <li>• Shares knowledge and information with team members and other staff</li> <li>• Offers to help colleagues and takes on additional tasks when workloads are high</li> <li>• Is aware of the wellbeing of co-workers and provides support as appropriate</li> <li>• Is open to input from people with different experiences, perspectives and beliefs</li> </ul>
Results	<p><b>Problem Solving - Foundational "Does it"</b> <i>Think, analyse and consider the broader context to develop practical solutions.</i></p> <ul style="list-style-type: none"> <li>• Finds and checks information needed to complete own work tasks</li> <li>• Breaks down information and issues into component parts</li> <li>• Thinks through the options available and checks his/her suggested approach</li> <li>• Refers complex issues and problems to a manager/supervisor</li> <li>•</li> </ul>
Technical	<p><b>Information and Technology - Demonstrates "Achieves it"</b> <i>Use technology and information to maximise efficiency and effectiveness.</i></p> <ul style="list-style-type: none"> <li>• Shows confidence in using core office software and other computer applications</li> <li>• Makes effective use of records, information and knowledge management systems</li> <li>• Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>

### Corporate Values

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct.

Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

### Work Health and Safety Responsibilities

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

### General

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.
- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.

- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

*I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description*

<b>Name of Employee</b>	
<b>Signature of Employee</b>	
<b>Date</b>	