



Position Description

Customer Service Officer

Position overview

Our Customer Service Team is at the heart of Alpine Shire Council. You will operate as members of a high performing and dynamic team, striving to deliver professional, efficient and timely customer interactions all contributing to Council's aim of being a high performing customer focussed organisation. The role works alongside other Customer Service Officers and our administrative support to help deliver vital services, collaborating on projects and bringing your passion and operational service delivery skills to the various tasks and projects that the customer service function gets involved in.

Classification and relationships

Classification:	Band 4 Alpine Shire Council Enterprise Agreement 2016
Reports to:	Customer Experience Coordinator
Supervises:	Nil

Key duties and responsibilities

As a Customer Service Officer you are responsible for the delivery of excellent customer service to all external and internal customers. You are also responsible for the provision of accurate and efficient secretarial, clerical, cashier, reception, records, administration and backfilling support.

Accountability and extent of authority

- Accountable to direct supervisor and manager.
- Duties must be performed within Council procedures and specified timeframes.
- Authority to liaise with internal and external customers to ensure accurate and up to date information is maintained in a timely manner.

Customer service

At all times you project the values that underpin the Council's commitment to the community. You are passionate and multi-skilled and able to consistently deliver a high standard operational service in a tidy, organised and enjoyable environment.

- You will be comfortable working alone and as part of team.
- You will deal with visitors and customers efficiently, courteously and in accordance with Council's Customer Services Charter.

- Assist all customers with enquiries and transfer enquiries to other Council Officers if you are unable to answer the customers query.
- Partake in the efficient and effective day to day running of the council's Customer Service Counter and/or Call Centre.
- Perform all work competently and efficiently and promote a positive image of Council to the public.
- Assist/aid other Customer Service Officers in providing high level of service to the public and internal customers in accordance with departmental and organisational objectives.
- Deal with difficult customer situations in a calm and professional manner.
- Ensure customer requests for assistance/information are logged onto Council's corporate Customer Request System, and follow up on where appropriate to ensure a satisfactory outcome.
- Maintain a constant drive towards service improvement.
- Maintain strict confidentiality on all dealings.
- Support all Shire locations in the provision of customer service services including the Myrtleford and Mt Beauty Libraries.

General Duties

- Carry out photocopying, scanning and general office duties.
- Report any difficulties pertaining to the delivery of service to the Customer Service Coordinator.
- Report any significant trends as to the nature of enquiries or complaints to the Customer Service Coordinator.
- Process incoming and outgoing mail on a daily basis.
- Answer general rates enquiries.
- Accurately maintain Council's property database with changes submitted by ratepayers with a high level of accuracy.
- Accurately process and maintain pension rebates and verify all pension applications prior to system entry.
- Accurately prepare land information certificates.
- Accurately maintain Council's property filing system, ensuring that all filing is completed.
- Follow the council Records Management process ensuring all items are correctly categorised and entered as records in line with the process.
- Follow the archival and retrieval procedures and systems as required.
- Provide service to customers on the provision and collection of kerbside waste and recycling services.
- Follow procedures for handling waste related requests. Ensure all information is provided accurately and on a timely basis.
- Undertake maintenance on the Companion Animals database register, in conjunction with the Local Law Officer to ensure records are up to date and accurate.
- Ensure the Companion Animals database is accurate and process animal registrations and annual renewal notices.
- Undertake other local laws related activities including the collection of fees and fines.
- Accurately process payments by cash, cheques and EFTPOS daily.

- Complete all transactions in a safe and accurate manner ensuring the cash handling process and daily tasks are always followed.
- Act as an agent for VicRoads completing transactions in line with VicRoads standards.
- Display a punctual, reliable and positive approach to work.
- Continually review and improve work methods associated with this role.
- Undertake other duties as directed by the manager or supervisor.
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Code of Conduct and Corporate Policies.
- Handle complaints in accordance with the Alpine Shire Complaints Handling Process.

Judgement and decision making

- Guidance is always available from immediate supervisor or manager.
- Ability to solve problems relating to key responsibilities from a range of alternative courses of action.
- Ability to exercise discretion in the application of established standards and procedures.
- Objectives of work are well defined with the particular method or process must be selected from a range of techniques, systems, equipment, methods or processes.

Management skills

- Ability to organise your time and plan your day.
- Ability to solve problems relating to key responsibilities from a range of alternative courses of action.
- Ability to meet competing deadlines.
- Ability to exercise discretion in the application of established standards and procedures.

Interpersonal skills

- Well-developed oral and written communication skills with customers, other employees and members of the public.
- Demonstrated commitment to team work, and the ability to contribute as a team member.
- Demonstrated courteous disposition and helpful and friendly demeanour.
- Ability to deal effectively with distressed and agitated clients, calm clients and resolve problems or implement steps for resolution.
- Ability to advise the general public about the role of Council and the conduct of its activities.
- Ability to project a positive image in communicating with both internal and external customers at all times.

Expertise

Qualifications:

- Driver licence.
- Post-secondary qualification or relevant experience and work skills in the area of Administration and Customer Service.

Skills and Experience:

- Previous Customer Service experience.
- Experience in Local Government is desirable.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.
- Strong written and verbal communication skills.
- Well - developed computer skills, in particular MS Office.

Health, safety and risk duties and responsibilities

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return to work plan for any injured worker when returning to work.

Physical requirements

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- The work environment may include uneven surfaces and up and down stairs.