

POSITION TITLE: Coordinator Customer Service **POSITION NO:** 2652

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 6

CERTIFIED AGREEMENT: Officers **AWARD:** QLGA

DEPARTMENT: Finance and Corporate

BRANCH: Corporate, Governance & Strategy

SECTION: Customer Service

REPORTS TO: Manager Corporate, Governance & Strategy

ORGANISATIONAL VALUES: Honesty Respect Accountability Integrity Unity

1. PRIMARY ROLE

Lead the Customer Service team in the delivery of outstanding customer service/administration to the community and internal stakeholders supporting the Corporate Services Team.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Coordinate, prioritise and complete to a high standard, the various daily activities, and functions of customer service, to meet the Customer Service Charter and the appropriate rostering of customer service officers in the customer service centres.
2. Provide high-level support and strategic advice to management, including the identification of improvements to systems and processes that can be implemented to achieve efficiencies in customer service delivery.
3. Supervise, lead, and maximise the performance of the Customer Service team through the development and implementation of training programs, ongoing performance reviews and performance management.
4. Develop and maintain effective work strategies and procedures to achieve team objectives and meet the Customer Service Charter.
5. Effectively manage and respond promptly and professionally to complaints, including referral and escalation when required.
6. Support the Corporate and Governance team by providing administration services and assisting the Manager in compiling annual budgets, an operational plan for customer service, reports for Council meetings and other reports as required.
7. Work collaboratively and provide support to the provision of Council's library services.
8. Complete additional activities and reasonable directions given by Supervisor/Management.

3. ADDITIONAL FACTORS

- Ability to provide relief cover in any of Council's customer service centre locations.

4. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Certificate IV Business Administration or comparable relevant experience.
- Minimum requirement of a current C Class driver's licence.
- Justice of the Peace or Commissioner for Declarations or eligibility to obtain (desirable).

5. KEY SELECTION CRITERIA

1. Extensive knowledge and skills to provide excellent customer service within a fast-paced environment, with highly developed skills in customer request management, administration and cashiering.
2. High level of skill in leadership and change management, and demonstrated ability to identify and implement efficiencies in processes while maintaining a high level of customer service.
3. Ability to lead a team including the ability to evoke outstanding team performance, foster cooperation and collaboration, accept responsibility, and display initiative.
4. Ability to coordinate a team to achieve outcomes, including the ability to prioritise workloads, roster staff effectively and time management skills.
5. Well-developed oral and written communication skills, and negotiation and conflict resolution skills, including the ability to deal with unreasonable customers.
6. Experience in, or ability to rapidly acquire knowledge of, Councils computer and business systems, and knowledge of MS Office Suite.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Identify, analyse, evaluate, and document all risks relevant to respective functional area and implement treatment strategies, controls and mitigation plans.
- Incorporate risk management into the operational planning process.
- Monitor Council's risk exposure related to major projects and contracts.
- Maintain an awareness of relevant issues and developments that may have an impact in the achievement of Council's objectives.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
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