

## Position Description

### Senior Customer Service Officer

#### Position profile

<b>Business Unit</b>	Customer Experience	<b>Position number</b>	
<b>Department</b>	City Performance	<b>Status</b>	Full Time Permanent
<b>Salary group</b>		<b>Date Endorsed</b>	
<b>Reports to</b>	Coordinator Customer Service		

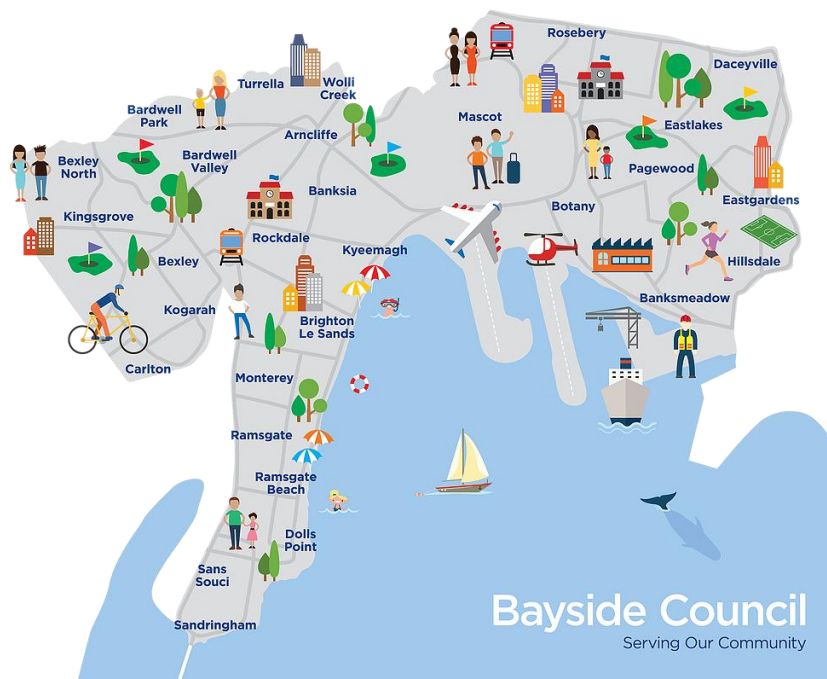
#### Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



#### Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond – delivering an outstanding customer experience every time

## Primary purpose of the role

Provide guidance to a customer service team in the delivery of high quality customer focused services to meet the needs of the community.

The role is responsible to contribute to the review, development and implementation of a range of new or improved customer centric processes to enable quality service delivery to customers.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Supervise Customer Service Officers to deliver high quality customer focused services in person, over the phone or across multi-communication channels to meet community needs.
- Act as a 'Process Champion' and actively participate to review, develop and implement initiatives to improve service delivery.
- Compile customer service metrics data and prepare reports to assist with review of service delivery against key performance standards.
- Deliver allocated components of service improvement initiatives to assist in the implementation of new service delivery approaches.
- Prepare quality assurance procedures to manage the delivery of accurate and accessible information to customers.
- Organise relevant training to ensure staff are appropriately trained and updated on emerging Council events, services and programs.
- 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 business unit goals, work requests, demands and Council priorities.

## Key challenges

- Managing services across multiple locations and channels of communication whilst ensuring consistent customer service and professional assistance.
- Identifying and resolving issues in a timely manner to maintain a quality level of service and a positive customer experience.

- Directing customers and stakeholders to the appropriate information, resources and channels in a manner that maintains a positive customer experience and ongoing relationships with Council.
- Responding to a range of enquiries and work demands given a high volume environment.

## **Role Dimensions**

### **Decision Making**






- Guided by Council strategic plans, statutory guidelines and relevant legislation.
- Escalate more complex issues to Team Leader if unable to be resolved.

### **Essential Requirements**

- Relevant qualification and/or experience.
- Current Driver's Licence Class C.

## Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

## Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapting existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness to areas of own strengths and areas for growth and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Maintain own motivation when tasks become difficult</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>Research and analyse information and make recommendations based on relevant evidence</li> <li>Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>Identify ways to improve systems or processes which are used by the team/unit</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Understand and comply with information and communications security and acceptable use policies</li> <li>Support the implementation of system improvement initiatives and the introduction and roll out of new technologies</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"><li>• Ensure that roles and responsibilities are clearly communicated</li><li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li><li>• Develop team capability and recognise and develop potential in people</li><li>• Be constructive and build on strengths when giving feedback</li><li>• Identify and act on opportunities to provide coaching and mentoring</li><li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li></ul>

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## Corporate Obligations

<b>Budget</b>	Council adopted budget for financial year.
<b>Delegations</b>	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
<b>Risk Management</b>	Contribute to Council's risk management framework.
<b>Integrated Management Systems</b>	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
<b>Workplace Health and Safety</b>	<p><b>Workers</b> have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate in the implementation of WHS information within Council's Safety Management System (SMS)</li> <li>• Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations</li> <li>• Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives</li> <li>• Wear personal protective equipment and follow safe work procedures, where relevant</li> <li>• Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and</li> <li>• Participate in incident investigations and risk assessments within 24 hours of notification.</li> </ul> <p><b>INDOOR EMPLOYEE:</b></p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> <li>• Lifting/moving files, storage boxes etc,</li> <li>• Moving equipment for set up and storage,</li> <li>• Moving tables and chairs for meetings or training,</li> <li>• Sitting and working posture when in meetings and at the Workstation</li> </ul>
<b>Code of Conduct</b>	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
<b>Customer Service</b>	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
<b>Records Management</b>	Comply with Council's Records Management policies, procedures and guidelines.

<b>Disclosures of Interest</b>	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
<b>Equal Employment Opportunity</b>	Comply with EEO based legislation and Council's policies, procedures and guidelines.

<b>HUMAN RESOURCES USE (REMOVE EITHER YES OR NO)</b>	
Does this position fall under the definition of child related employment?	<b>No</b>
Does this position require incumbent to undergo criminal reference check?	<b>No</b>
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	<b>Yes</b>
<b>Specify licence:</b> Class C Drivers Licence	<b>Yes</b>
Will incumbent need to make disclosure of pecuniary interest?	<b>No</b>
Could there be a conflict of interest with secondary employment?	<b>Yes</b>