

CITY OF WANNEROO POSITION DESCRIPTION

POSITION TITLE: Coordinator Customer Relations Centre	DIRECTORATE: Corporate Strategy & Performance	DATE: January 2019
REPORTS TO: Manager Customer & Information Services	SERVICE UNIT: Customer & Information Services	LEVEL: 9
POSITION NUMBER: 3076	SUB UNIT: Customer Relations Centre	ROLE FOCUS: Advice
ROLE BALANCE: (People/Scheduling/Technical) 60/10/30	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

POSITION CONTEXT

Under broad oversight of the Manager Customer & Information Services, leads and manages the Customer Relations Centre Sub Unit by applying specialisation in Customer Service; and by applying specialist (technical) proficiencies to design and implement work practices and manage work flows safely and efficiently to ensure the City's corporate business objectives are achieved to meet current and anticipated changing organisational needs.

This role is accountable for the work performance including conduct and safety, of reports within the Sub Unit as well as the culture and climate of their team as demonstrated through the alignment of behaviours to values.

The role communicates with a range of customers and stakeholders including consultants and contractors; other local governments; the business community; vendors and suppliers; members of the public; and City Leaders and employees.

A challenging aspect of the role is balancing the people management and technical elements of the role, along with strategic and operational delivery. Post-holders must be resilient and able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Accountable for leading and managing the Customer Relations Centre and influencing service excellence across the organisation.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

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| Provide Leadership | <ul style="list-style-type: none">• A positive and productive Sub Unit culture where team members are engaged and accountable for their work, achieving key deliverables.• Clear objectives, project deliverables and outcomes required of the Sub Unit are identified, clearly communicated and achieved on an annual basis.• Team member roles and accountabilities are clearly established and aligned with the Corporate Business Plan and the City's vision and values.• Sub Unit capacity and capability is developed through effective recruitment, coaching, providing performance feedback, conflict resolution and encouraging career development. |
| Think Strategically & Manage Change | <ul style="list-style-type: none">• Internal activities of the Sub Unit are effectively managed, reviewed and continuously improved to meet identified objectives.• Change is effectively managed in the Sub Unit, ensuring the desired outcome is achieved.• Policies, procedures and processes within specialist area or activity are interpreted, drafted and reviewed through key customer and stakeholder engagement, ensuring alignment with the Corporate Business Plan and influencing adoption of best practice service excellence throughout the organisation• Innovative initiatives and business improvement strategies are recommended within area of Sub Unit activity. |
| Engage Customers and Stakeholders | <ul style="list-style-type: none">• Sub Unit objectives are met through regular collaboration and engagement with customers and stakeholders.• Relationships with customers and stakeholders are effectively maintained, achieving the Sub Unit's objectives.• Well researched, timely and accurate reports are developed as related to the Sub Unit's activities, tailored to the needs of the audience.• Capability within the Sub Unit is utilised effectively, achieving on key deliverables.• Contribute to improvements in policy, processes and business practices across the organisation, ensuring delivery of quality outcomes and results for customers. |
| Efficient & Effective Delivery | <ul style="list-style-type: none">• Manages the contact centre system, after hour's service and customer service facilities, ensuring efficient and effective service delivery.• A culture of excellence in service delivery is evident through the conduct and performance of Sub Unit team members' high standard of output and quality communications with customers.• The Sub Unit's overall achievement of set objectives is consistently attained.• Sub Unit processes and practices are continually reviewed holistically, ensuring delivery of quality outcomes and results for customers. |
| Manage Resources, Governance, Compliance & Risk | <ul style="list-style-type: none">• Ensure that information systems are accurate, stored correctly and accessible as required and meet legislative requirements and customer needs.• Sub Unit work processes, including setting tasks and priorities, managing work flow and allocating resources, is managed efficiently and effectively.• Prepare annual budgets and manage allocated funds effectively, demonstrating cost effectiveness and efficiency in the use of rate payer's money in the pursuit of Sub Unit objectives. |

- Adequate controls are in place to manage governance, compliance and risk across the Sub Unit, as measured through the City's corporate risk framework.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as Business or Commerce or equivalent experience.
- Significant experience in a similar role within a large and complex organization running a multifunctional customer service facility.
- C class Drivers Licence.

Skills and Knowledge:

- Knowledge of business planning, resource planning and budget management.
- Extensive knowledge of relevant legislation and regulations.
- Advanced people management skills to direct, manage, evaluate and motivate staff.
- Advanced communication (written, verbal and public speaking) and problem-solving skills.
- Advanced research and analysis skills.
- Advanced negotiation and influencing skills.
- Advanced organisational skills.
- Advanced skills in the efficient utilisation of contemporary enterprise information systems and technology.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including risk assessment and control implementation.

Key Stakeholder Relationships:

- Provide advice and support the Manager Customer & Information Services and Director Corporate Strategy & Performance to assist them to carry out their roles.
- Provide advice and guidance to the Manager and Director on the status and function of the Sub Unit and ensure that processes are administered in accordance with legislation and agreed policies, procedures, processes service level agreements or legal instruments.
- Provide support and guidance to team members within the Sub Unit to sustain a team capable of producing the required outputs and adding value to the Directorate.
- Consult and engage with relevant stakeholders to gain their cooperation with the delivery of the Sub Unit's strategic objectives and the City's` visions

Role Authorities:

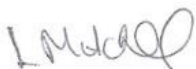
- Leads the Customer Relations Centre Sub Unit within the Customer & information Services Service Unit.
- Local Government Regulations and Act delegations as well as other relevant legislation, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and technical support at a Coordinator level.
- Accountable for the capability of the Sub Unit to provide accurate technical advice.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leeann Mitchell

Signature



Date

08/02/2019

Noelene Jennings

Signature

Date