

CITY OF WANNEROO POSITION DESCRIPTION

POSITION TITLE: Customer Relations Officer	DIRECTORATE: Corporate Strategy & Performance	DATE: June 2019
REPORTS TO: Team Leader Customer Relations Centre	SERVICE UNIT: Customer & Information Services	LEVEL: 4
POSITION NUMBER: Multiple	SUB UNIT: Customer Relations Centre	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo 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 regular supervision of the Team Leader Customer Relations Officer, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the service plan and Performance & Development Review Conversation, by applying administrative skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including vendors and suppliers; the business community; members of the public; and City Leaders and employees. This role may be required to act in a relief capacity for other Customer Relations Officers, including at other City facilities.

A challenging aspect of the role is providing accurate and consistent front line customer service within a dynamic environment that experiences process and technological changes, regular interruptions, changing and competing priorities and tight timeframes. Post-holders must be able to handle a wide range of routine & non-routine enquiries, proactively problem solve, keep up to date with news & information and communicate with a diverse range of people in a professional manner, displaying patience and resilience in a sensitive, confidential, diplomatic and tactful way 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

Provides front line customer service to the community and administrative support services to the City, ensuring that service delivery is timely, effective and efficient and meets both customer needs and ensuring compliance with relevant legislation, corporate standards and the City's policies and procedures.

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 Result Areas:

Collaboration & Teamwork

Outcomes:

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the efficiency of the customer service and administrative function through proactively maintaining and participating in professional development activities and contributing to business improvement initiatives.

Customers & Stakeholders

- Acts as a first point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
- Responds to a wide range of customer enquiries, requests and complaints, through a variety of customer contact channels, meeting customer expectations in accordance with relevant policies, processes, procedures and legislation, within agreed service levels and timelines.

Efficient & Effective Delivery

- Provides accurate and timely administrative support services, including but not limited to receipting and cashier reconciliation, conduct initial assessment and processing of various applications and requests for service, distributing information and advice & guidance to customers & stakeholders through a variety of customer contact channels, in accordance with relevant policies, processes, procedures, legislation and agreed service levels and timelines.
- Maintains a solid understanding of the City's operations in order to provide first contact resolutions, through conducting initial assessments & investigations, to ensure the delivery of accurate and consistent information to customers and stakeholders.
- Assists in the gathering, compiling and collation of customer contact information and statistics, including customer service satisfaction levels.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of activities.

Systems & Processes

- Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
- Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
- Contributes to the development of processes and procedures that support the work of the Service Unit and administration function.

Resources,
Governance,
Compliance & Risk

- Completes routine financial transactions and purchasing in a timely manner and to a required standard to meet operational requirements.
- Ensures knowledge of and comply with safety, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in a relevant discipline such as Business Administration or relevant experience.
- Relevant experience in a similar role, such as a contact centre or in-person service is desirable.
- Intermediate experience in administrative and financial processes.
- Experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Advanced customer service skills, including conflict resolution.
- Intermediate administrative and financial skills with a strong attention to detail.
- Intermediate computing, numeracy and literacy skills.
- Intermediate keyboard / data entry skills
- Intermediate written and verbal communication and problem solving skills.
- Intermediate organisational and time management skills, with the ability to prioritise competing tasks.
- Ability to remain calm, work autonomously in a fast pace & challenging environment
- Knowledge of the practical application of Occupational Health and Safety measures in the workplace including hazard identification in an office environment.

Key Stakeholder Relationships:

- Support the Coordinator Customer Service Centre and Team Leader Customer Service Centre to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations that are specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

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.

Leader Name Kelly Donker

Signature

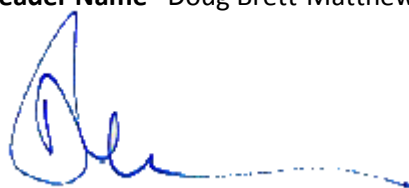


Date

6 June 2019

Next Up Leader Name Doug Brett-Matthewson

Signature



Date

6 June 2019