

POSITION	Customer Service Officer
POSITION NUMBER	N/A
CLASSIFICATION	Band 5
AGREEMENT	Ballarat City Council Enterprise Agreement No. 7 2016
DIVISION	Community Development
UNIT	Engaged Communities
MANAGER	Executive Manager Engaged Communities
DATE UPDATED	February 2019

EMPLOYEE POSITION DECLARATION

I have read and understand the requirements and expectations of this Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

NAME OF INCUMBENT: _____

SIGNED: _____

DATED: _____

1. ORGANISATIONAL CONTEXT

The City of Ballarat and surrounding regions are growing and developing rapidly, transforming this local government area into a modern, cosmopolitan and culturally diverse city. This rapid change has been influenced by a steady influx of secondary settlement by migrant and humanitarian background communities, international students and skilled migrants increasingly settling in to Ballarat over the last 10 years.

From the 2016 census we know that nearly 1 in 10 Ballarat residents were born overseas, and that more than half of these people spoke a language other than English at home. 1.4% of Ballarat's population identified as Aboriginal or Torres Strait Islander. There are immigrants in Ballarat from at least 89 different countries with 219 ancestries.

As a major step in its drive to maximize the quality of its service delivery, the City of Ballarat established a Customer Service Team in 1996. Customer Service Officers are part of the customer service unit and are responsible for the support and advocacy of customer service across the organization.

Customer Service Values are based around the organisation's values of Leadership, Loyalty, Excellence and Outcomes:

 <p>LEADERSHIP</p> <p>To lead the organisation by providing the best possible customer service at all times.</p>	 <p>OUTCOMES</p> <p>To ensure a positive outcome for every customer possible by owning the customer's request until it is resolved or handed over properly to another officer.</p>
 <p>LOYALTY</p> <p>To ensure a unified and loyal approach by managing customers' requests and constructively raising any opportunities to improve with leadership.</p>	 <p>EXCELLENCE</p> <p>To ensure an accurate and consistent message to the community by ensuring that all information provided is consistent with the City of Ballarat policy.</p>

2. POSITION OBJECTIVES

- Provide the City of Ballarat's customers with an efficient, friendly, high quality service. Customers' needs should be quickly identified and the relevant process should be followed as outlined by the Customer Service Documentation System (wiki).
- To actively participate as part of the team of Customer Service Officers ensuring that workload is shared evenly amongst all members of the team.
- To follow the City of Ballarat Code of Conduct and actively contribute to a friendly working environment.
- Participate in individual coaching sessions with Senior Customer Service officer to continuously improve the level of service provided by individuals within the team, implementing all recommendations and suggestions made by Senior Customer Service Officer, System Support Coordinator or Team Leader.
- Assist people of culturally and linguistically diverse backgrounds as part of Council's emergency management recovery processes.
- Assist people of culturally and linguistically diverse backgrounds during civic events and envoys.

The term 'customer' refers to:

- All users of City of Ballarat services, including residents, ratepayers, tourists and other visitors to Ballarat.
- Businesses and other Organisations, including Councils and other governmental bodies, with which the City has dealings.
- Staff and Councillors of the City of Ballarat, who interact with each other as internal customers providing a wide range of internal services.

3. KEY RESPONSIBILITY AREAS

3.1 External Customer Service

Provision of high quality Customer Service to all customers of the City of Ballarat including:

- Prompt, friendly, knowledgeable and efficient response to requests, enquiries and complaints by customers;
- Effective referral of customers to, and liaison with, other staff where necessary;
- Aid customers with filling out applications forms;
- Aid customers with registrations processes;
- Aid customers with the navigation of City of Ballarat processes as per Customer Service Documentation (Customer Service Wiki).
- Handle follow up calls from customers regarding existing requests.
- Participate in individual coaching sessions with Senior Customer Service Officer to continuously improve the level of service provided by individuals within the team, and maintain highest possible standards of quality as per KPIs.

3.2 Internal Customer Service

Provision of friendly and efficient assistance and advice on customer service matters to all City of Ballarat staff. This service includes:

- Assistance with individual customer issues;
- Aid internal customers with the navigation of City of Ballarat processes as per Customer Service Documentation (Customer Service Wiki).

3.3 Data Collection

- Ensuring the appropriate request or "stat" is logged in pathway for every customer interaction.
- Ensure accurate updates to any customer and council data takes place as required.

3.4 Other

- Ensure that all processes outlined within the Customer Service Documentation (Customer Service Wiki) are followed.
- Provide feedback to Coordinator Customer Experience, Senior Customer Service Officer and Systems Support Coordinator regarding any process issues experienced.
- Perform Cashier / Receipting function as required

- Constructively participate in all team meetings and individual coaching sessions displaying commitment to continuously improving team environment and level of Customer Service provided.
- Assist people of culturally and linguistically diverse backgrounds as part of Council's emergency management recovery processes.
- Assist people of culturally and linguistically diverse backgrounds during civic events and envoys.

From a Health & Safety perspective the City of Ballarat requires the following:

All Employees and Volunteers

- Report hazards, incidents, injuries and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in *monthly* team meetings.
- Comply with the City of Ballarat safety system
- Participate constructively in all forums set up to investigate, improve or communicate safety.

4. ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator Customer Experience
Internal Liaisons:	All staff
External Liaisons:	Councilors, General Public, Visitors, Tourists

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Handle the initial Customer Service interaction with customers via all relevant incoming mediums; phone, electronic and face-to-face and during community engagement sessions or other council events.
- Responsible for understanding the customer's requirement and selecting the most appropriate process applicable for the customer, as outlined within Customer Service Documentation (wiki).
- Responsible for following the correct process as outlined within Customer Service Documentation (wiki).
- Ensure all requests for leave are submitted in a timely fashion to Coordinator Customer Experience.
- Adherence to the Organisation's principles and policies in confidentiality.

6. JUDGEMENT AND DECISION MAKING

- Responsible for understanding each customer's requirement and selecting the most appropriate process applicable for the customer, as outlined within Customer Service Documentation (wiki).
- Responsible for following the correct process as outlined within Customer Service Documentation (wiki).
- Where process is not known, seek assistance/direction from Coordinator Customer Experience or Systems Support Coordinator.
- Provide information to each customer regarding the relevant process as outlined within Customer Service Documentation (wiki).
- Utilise discretion when dealing with customers with sensitive issues or needs.

7. SPECIALIST SKILLS AND KNOWLEDGE

- A strong knowledge of and commitment to both the principals and practice of high quality customer service.
- Commitment to continuously improve the level of service provided by individuals within the team through individual coaching sessions with Senior Customer Service officer.
- Ability to understand customers' requirements and follow correct process as outlined within Customer Service Documentation (wiki).
- Ability to acquire a sound general knowledge of the Ballarat region, tourism, events and services provided by City of Ballarat and other agencies in the community.
- Ability to develop a sound level of competence in the operation of Windows-based programs and other relevant systems.
- Experience working with people of culturally and linguistically diverse backgrounds.
- Ability to speak multiple languages is an advantage.

8. MANAGEMENT SKILLS

- Manage time and set priorities appropriately.
- Plan and organise ones own work in the most efficient way possible with resources available and within set timetable.
- Take advice from Manager, Coordinator Customer Experience, Senior Customer Service Officer and System Support Officer regarding priorities as required.
- Constructively engage in coaching discussions regarding prioritisation of work.

9. INTERPERSONAL SKILLS

- Maintain a positive and friendly manner in all dealings with internal and external customers.
- Demonstrate empathic listening skills and an ability to identify customers' needs quickly.
- Demonstrated ability to deal calmly and positively with difficult customers through excellent written and verbal communication skills.
- Demonstrated commitment to serving the local community.

- Demonstrated commitment to the principles and practices of teamwork whilst striving to make an individual contribution to the organisation.
- Experience working with people of culturally and linguistically diverse backgrounds.
- Ability to speak multiple languages is an advantage.

10. QUALIFICATIONS AND EXPERIENCE

- Working with Children Check needed for this role
- A satisfactory National Police Check and, where required International Police Check is Mandatory
- Substantial experience in a direct customer service role.
- Substantial experience in call centre role would be an advantage.
- Experience working in fast paced KPI based environments would be an advantage.
- Experience working with people of culturally and linguistically diverse backgrounds.
- Ability to speak multiple languages is an advantage.
- Experience working in Civic Events and with envoys.

11. SELECTION CRITERIA

- Demonstrated experience in the principles and practice of customer service and call centre environments.
- Demonstrated ability to display empathic listening skills and a high level of written and verbal communication skills.
- Demonstrated experience working with people of culturally and linguistically diverse backgrounds during civic events and envoys.
- Ability to speak multiple languages is an advantage.
- Demonstrated ability to acquire an in-depth knowledge of the City of Ballarat's services and procedures, and strong competence in the operation of Windows-based programs and other relevant systems.
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

12. PHYSICAL AND COGNITIVE DEMANDS

<i>Physical Demand Matrix</i>							
Overall Role	Office Based Role						
Body Posture	N	R	I	O	F	C	Comments
Standing			✓	✓	✓		Intermittent to Frequent requirement to stand whilst; <ul style="list-style-type: none"> • Serving customers • Filing • Operation of photocopier/ printer • Collecting files
Sitting					✓	✓	Predominantly seated role whilst completing computer and desk-based tasks able to take postural breaks as required.

POSITION DESCRIPTION

Horizontal reaching with arms extended > 30cm in a 180 degree plane.		✓	✓	✓			Rare to occasional requirement to; <ul style="list-style-type: none"> Placing or collecting files from filing cabinet Inserting and collecting documents from printer Placing files or folders onto shelving/ storage
Neck flexion/extension/rotation						✓	Constant movements of the neck in all directions required whilst completing all listed tasks. Potential for sustained neck flexion while reviewing hard documents.
Reaching above shoulder height		✓	✓	✓			Rare to occasional reaching to access folders from storage, pending office set up.
Stooping & bending forward from standing position		✓					Rare requirement pending office set up, if: <ul style="list-style-type: none"> Lifting file boxes Collecting folder from underneath desk
Kneeling / squatting		✓	✓				Rare requirement if accessing folders from underneath desks, filling cabinet, lower shelves pending office set up
Trunk rotation			✓				Rare to occasional trunk rotation required (left and right) whilst completing all tasks pending office set up

Mobility	N	R	I	O	F	C	Comments
Climbing step / platform		✓					Rare requirement to climb a step ladder
Walking		✓	✓	✓	✓		Rare to frequent walking whilst completing all tasks that are not desk-based
Walking over uneven surfaces	✓						Not required
Ladder climbing	✓						

Manual Handling	N	R	I	O	F	C	Comments
Unilateral lifting		✓	✓	✓	✓		Rare to frequent requirement to lift paper files of varying sizes, small administration equipment, telephone etc.
Bilateral carrying		✓	✓	✓	✓		Rare to frequent requirement to lift and carry paper reams, larger files or folders, water bottles.
Lifting with weight away from body <10kg	✓						Not required
Lifting with weight away from body >10kg	✓						
Lowering a vertical distance > 25cm from waist to floor		✓	✓	✓			Intermittent requirement to lower or raise items pending office set up.
Lifting a vertical distance > 25cm from waist to shoulder height		✓	✓	✓			
Lifting 0kg - 4.5kg		✓	✓	✓	✓		Rare to Frequent requirement to lift up to 4.5kg; this extends to: <ul style="list-style-type: none"> Files File boxes Office equipment
Lifting 4.5kg - 9kg		✓	✓				Rare to Intermittent requirement to lift up to 9kg; this extends to: <ul style="list-style-type: none"> Folders Paper reams
Lifting 9kg - 22kg		✓					Rare requirement to lift 9kg – 22kg; this extends to: <ul style="list-style-type: none"> Water bottles 11kg

POSITION DESCRIPTION

Lifting 22kg - 45kg	✓						Not required
Lifting 45kg+	✓						
Handling unstable objects		✓					Rare requirement to handle Water bottles 11kg
Carrying			✓	✓			Intermittent to occasional requirement to carry items as listed above is required
Pushing / pulling		✓					Rare pushing/pulling of trolley when retrieving bulk items from storage
Sustained/ repetitive hand grip			✓	✓	✓		Intermittent to frequent requirement whilst: <ul style="list-style-type: none"> Using mouse Lifting and carrying all items Writing Using stationary items including but not limited to hole punchers, staplers, and stamps
Tool use	✓						Not required
Exposure to vibration	✓						

Frequency scale for critical physical demands	<p>NR = Not Required within this range of duties</p> <p>R = Rarely (less than 1 x weekly)</p> <p>I = Intermittently (1 x every 2.5 hours)</p> <p>O = Occasional (1 x every 30 minutes)</p> <p>F = Frequent (1 x every 2 minutes)</p> <p>C = Constant (1 x every 15 seconds)</p>
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Cognitive Demand Matrix

Role	Office Based Role
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Psychosocial Demands			
Personal	Concentration	✓	High levels of concentration required while completing all listed tasks
	Patience	✓	Office Staff are required to possess high levels of patience whilst completing all listed tasks in particular when interacting with members of the public
	Emotional stability	✓	Office Staff are required to have a developed emotional stability whilst completing all tasks
	Judgement	✓	Office Staff are required to exercise sound judgement whilst completing all aspects of the role
	Reasoning	✓	Office Staff are required to exercise sound reasoning whilst completing all aspects of the role
Social	Isolation	-	Office Staff perform their duties in the presence of co-workers.
	Autonomy	✓	Office Based Staff are able to utilise autonomy with respect to the processes in which they complete a task, however they must follow the same policies and procedures
	Peer support	✓	Peer support is available whilst Office Staff complete their designated duties. Peer support is generally requested should the circumstances require it.
	Social network	✓	A social network is available for all Office Staff through the City of Ballarat
	Production demands	✓	Office Staff are required to complete jobs within specified deadlines in regards to enrolling members and issuing memberships.
	Stress	✓	Office Staff could be exposed to stressful situations such as meeting specified deadlines and production demands, dealing with aggressive or upset members of the public, taking abusive or aggressive phone calls, general workload demands.

