

Position Title	Customer Service Officer
Position Number	1027, 1028, 1029, 1030
Division	Customer Service and Community
Branch	Customer Care
Salary Level	Level 5
Reports to	Manager Customer Service and Community

Position Objectives

The Customer Care team are the face of the Council. Customer Care officers provide efficient and professional customer service to both internal and external customers. The role is varied and includes responding to enquiries, sales, processing of payments, licensing and registration, telecommunications support, and many other administrative tasks. Customer Care officers also provide support for other service areas in the Customer Service and Community division including Registry, Records, and the Public Library.

Key Accountabilities

Provide services to internal and external customers by:

- Provide timely customer service to the Councils external and internal customers in accordance with the organisations policies, procedures, and legislation requirements (where applicable).
- Accurately record detailed information, transactions, records, registrations, licences and service requests into the Councils electronic systems.
- Respond to and resolve internal and external customer issues within delegated authorities.
- Process financial transactions and reconcile and report on the details each day.
- Provide support to Telecom through the logging of technical faults, administering the onboarding of 4G customers, troubleshooting mobile device issues and sales of products.
- Participate in the upgrade of Councils software systems and undertake UAT testing.
- Contribute to policy and procedure development.
- Provide support to the Manager Customer Service and Community and other teams within this division including Registry, Records and the Public Library.

Actively support the Regional Council's business objectives by:

- Staying informed of the Councils activities, products, and services.
- Attending all training related activities.
- Providing support and sharing knowledge with other team members and staff.
- Working independently as well as collaboratively to achieve deadlines and ensure that service standards are met.
- Being fair, open, honest, and reliable.
- Delivering on the Councils commitments and maintaining high standards of personal conduct and character at all times.

Competencies

- Demonstrated experience in the delivery of high-quality customer service, including handling difficult situations with tact and diplomacy.
- Substantiated experience in a customer service role involving financial transactions, reconciliation, and reporting.
- A high level of interpersonal and communication skills including the ability to express complex situations in an effective clear manner.
- A mid to high level of computer literacy including proficiency in three or more of the following: Microsoft Office applications, financial systems, customer resolution management tools, licensing and registration databases, telecommunications software, and mobile devices.
- The ability to undertake basic research and conduct investigations to assist in the provision of quality responses to customer enquiries.
- Verified attention to detail with the ability to multitask and problem solve.
- A strong working knowledge of Work Health and Safety principles.
- A proven ability to uphold and maintain organisational values and work within guidelines.

Qualifications

- Certificate III in Business Administration or similar relevant discipline, or a minimum 2 years' experience in a customer service role.
- Current drivers' licence.

Date Authorised

October 2022