

Job Specification:

Customer Service Officer (Two Positions)

Your new role

Council seek two enthusiastic and supportive people to work collaboratively with other team members to support the customer service and administrative functions of Council based at our Westbury office. Working closely with the Corporate Services team members you will be responsible for providing high level, reliable and effective customer service to members of the community and to council employees.

Position #1: This permanent part time position is available for 23.7 hours per week across three days (8.30am to 5.00pm). The days of work will be Thursday and Friday, however flexibility between Tuesday or Wednesday is available for the third day.

Position #2: This position is offered on a full time basis on a 10 month fixed term contract for a period of parental leave. Candidates interested in a part time role are also invited to apply (please specify this in your covering letter).

What you will need to succeed

The ideal candidates will have outstanding customer service skills and the ability to communicate in a polished and professional manner with a broad range of external and internal stakeholders.

You will be diligent, organised and have effective time management techniques, whilst being adaptable and flexible when your priorities shift.

Candidates with a proactive and flexible work ethic, together with experience in an office-based customer service or administration role are encouraged to apply.

Full position details, including major functions and duties, in addition to required qualifications and skills are listed in the attached Position Description.

What we will offer to you

The remuneration package includes the following:

- Annual salary (paid pro-rata for part time employees) will be negotiated subject to applicant's qualification, skills and experience within a range of \$61,011 (\$31.28 per hour) to \$66,073 (\$33.88 per hour), in accordance with Council's Enterprise Agreement.
- Superannuation will be paid with an 3.5% above the amount required by the superannuation guarantee, currently 15%.
- On occasion, there may be a requirement to work outside standard office hours of 8.30am to 5.00pm, with appropriate compensation provided in line with Council's Enterprise Agreement.

Other entitlements include:

- Annual and personal leave entitlements in accordance with the NES, with payment of leave loading on annual leave;
- Long service leave is based on 10 years continuous service, with pro rata access available after seven years of continuous service;
- Up to one hour per month health and wellbeing activity leave;
- Four hours per six month period volunteering activity leave;
- Paid parental leave of up to eight weeks after twelve months' service;

- Ongoing professional learning and development opportunities;
- A range of progressive Health and Wellbeing Services including onsite gymnasium, wellbeing activities & initiatives, and access to an Employee Assistance Program for employees and their immediate families;
- Genuine demonstrated commitment to flexible work arrangements;
- Reward and recognition of service milestones.
- Free on-site parking.

Selection Criteria

In addressing the selection criteria please use relevant examples of how you believe you meet or have the potential to meet these requirements:

1. Appropriate qualification and/or previous work experience in customer service or business administration.
2. Demonstrated ability to deliver high level customer service to internal and external stakeholders.
3. Experience in the process of receipting customer payments.
4. Experience in accurate reconciliation of receipting files and cash balances.
5. An ability to cope with pressure, prioritise tasks and maintain a high level of attention to detail and accuracy.
6. Demonstrated computer skills including experience with Microsoft Office applications, use of the internet, email systems and customised systems.
7. Excellent communication and interpersonal skills.
8. Proven ability to be a flexible, supportive and reliable member of a team.

It is also a requirement that the successful applicant has a motor vehicle licence.

Learn more

If you have any questions please contact Narelle Beer, Rates and Office Manager on (03) 6393 5335 or by email to narelle.beer@mvc.tas.gov.au

How to apply

To apply for the position, you will need to provide the following:

- Application form – indicating your preferred position;
- Covering letter;
- Current resume; and
- Statement addressing the key selection criteria (maximum of two (2) pages).

Applications should be forwarded to: recruitment@mvc.tas.gov.au

Applications close **Wednesday 18 September 2024 at 9am**. However, applicants are encouraged to apply at their earliest convenience. Council will remove this advertisement if the position is filled.

Applicants should note that for a period of 12 months from date of publication, this selection process may be used to fill subsequent or similar full time and part time vacancies.

POSITION DESCRIPTION

Customer Service Officer

Classification Grade 3
Corporate Services Department
August 2024

POSITION CONTEXT

The Customer Service Officer is part of the Corporate Services Department, which is responsible for customer service, finance, insurance, information technology, records management, human resources and workplace health and safety. This Department works as a service provider to all council Departments.

The Customer Service Officer works closely with other team members to provide a responsive, positive and focused customer service to the general public consistent with the *Local Government Act 1993 Tas*. The role also works as part of a multi-skilled administrative team that assists with a range of administrative roles, supporting each other during peak periods and leave periods.

ORGANISATIONAL RELATIONSHIPS

Reports to the Rates and Office Manager.

The position has no direct reports.

KEY CHALLENGES

- High levels of energy and positivity to deliver exceptional customer service.
- Remaining calm and focused when working under the pressure of multiple customers.
- Listening and responding appropriately to aggrieved customers.

PRIMARY RESPONSIBILITIES

- Greeting customers, identifying their needs, providing information and processing transactions, face to face, via phone and by email.
- Register and allocate customer service requests and action these requests if appropriate as part of the role.
- Administration of council's customer service request computer software.
- Assist in maintaining council databases e.g. garbage, cemetery records, dog registrations.
- Assist with accounts receivable processing which may include invoicing, reconciling payments, receiving and resolving account enquiries.
- Process and receipt payments from customers for Council services via EFTPOS or cash/cheques.
- Balance EFTPOS and cash/cheques received on a daily basis and bank cash/cheques as per Council Policy.
- Assist in maintaining Council website content.

- Identify and/or contribute to the review of Council Policy that relates to or affects the provision of customer service.
- Assist Council Officers with issuing Council certificates required under section 132 of the *Local Government Act 1993 Tas.*
- Assist in information management to ensure all correspondence received or generated is appropriately filed and stored electronically, and if required in hard copy.
- Provide broad administrative support and service to other Council departments as primary responsibilities allow.
- Any other duties that may be reasonably determined from time to time by the Rates and Office Manager, or Director Corporate Services.

ALL STAFF RESPONSIBILITIES

- Compliance with all Council policies and procedures that may be varied from time to time.
- Ensure that all work is undertaken in accordance with Council's Safety Systems and relevant legislation.
- Carry out all responsibilities in accordance with Council's values.
- Adhere at all times to the Tasmanian *Local Government Act 1993*, the current Enterprise Agreement and any other specific legislation or professional standard that relates to the role.

QUALIFICATIONS, KNOWLEDGE, SKILLS & ABILITY

1. Certificate two in business administration or a commitment to work towards achieving a certificate or diploma qualification. Two years relevant work experience or an equivalent combination of training, skills and experience.
2. Sound understanding of customer service principles and evidence of demonstrating them.
3. Experience operating a busy phone system.
4. Demonstrated capacity in handling cash and reconciling funds.
5. Excellent communication skills both written and verbal.
6. High level computer skills including experience with Microsoft Office applications, use of the internet and email systems.
7. Willingness to work as part of a team, to collaborate and provide effective and efficient administrative and customer service solutions.

ATTACHMENTS

- Council's Behaviours: 'The Way We Work Together'
- Organisational Chart

The way we work together.

01. We work as a team, value each other's contribution and are accountable for our work.

- We own tasks to completion and ask for help where needed
- We engage in respectful conversations in the workplace, showing kindness to each other
- We collaborate and value the input of everyone
- We communicate openly with transparency, honesty, whilst respecting confidentiality
- We demonstrate respect, trust, support and we encourage others

02. We support each other's roles to deliver the best outcomes for our customers and community.

- We will take the time to understand who does what and connect customers to the right area
- We are focussed on our customers and the community's needs
- We make decisions that are informed, considered and consistent
- We are willing to try new things, be open to new ideas, and are not afraid to fail

03. We are supported, trusted, and empowered to do our work.

- We are focussed on positive interactions and will provide constructive, respectful feedback
- We are appreciative of others and accommodate different ways of working
- We support an environment where people feel safe to share their ideas
- We celebrate our achievements

04. We value open and transparent communication to keep each other well informed.

- We share relevant information clearly and provide regular updates in a relatable way
- We actively listen to everyone and consider different points of view
- We vary our communication to suit the audience
- We are authentic and genuine in our words and actions

05. We operate in an environment where people feel connected.

- We are inclusive, welcoming and make an effort to build relationships
- We recognise, accept and value diversity
- We will proactively address issues as they arise
- Problems are shared and solved jointly
- We accept and learn from our mistakes



Organisational Structure

