



Position description

Customer Relations Officer

Position	Reporting relationships	Other key relationships
Customer Relations Officer	Customer Relations Coordinator and Manager of Customer and Communications	All departments and staff Elected Members Customers

Department vision & purpose

- We champion for our community. We commit to building trusting connections, innovation and action

Position overview

Reporting to the Customer Relations Coordinator the Customer Relations Officer is responsible for –

- The support of the City of Tea Tree Gully strategic objectives through achieving excellence in customer service.
- Representation of Council in a positive and professional manner.
- The provision and/or facilitating of the delivery of efficient, responsive, high quality services and information to internal and external customers.

Key outcomes

Responsibilities: Not limited to -

- Achievement of the agreed service level standards and KPI's to optimize organisational and departmental goals.
- Continually seek opportunities for improvement in services, procedures or processes to add value to the customer's experience.
- Delivery of a high level of service to customers via all channels of interaction.
- Input, track and monitor customer requests, ensuring timely follow up and feedback where required.
- Ensure all customer complaints are identified and captured via CRM system.
- Manage requests for Council facility bookings.
- Monitor, engage and respond to customers via Council's social media platforms.
- Utilise Council IT applications to assist in customer service delivery.
- Understand role priorities and manage own work flow.
- Provide positive support for team members in order to maintain a cohesive, dynamic work environment.
- Participate in adhoc project work as delegated by the Customer Relations Coordinator.
- Participate in team meetings and undertake corporate and team training as required.
- Ensure all corporate records are maintained in accordance with organisational records management procedures.
- Demonstrate our Values and behaviours.
- Work collaboratively with others to deliver services and to identify improvements to work practices and procedures.
- Comply with all relevant organisational codes, policies, procedures, guidelines and standards, and with the requirements of the Equal Opportunity Act 1984, Disability Discrimination Act 1992 (as amended) and all other associated legislation, including the Local Government Act.
- Report all risks identified in the course of undertaking the duties relevant to this position.

Contributes to and supports:

- Improved services through participating in regular audits and reviews of team activities and services, and implementing any audit/review recommendations.
- Implementation of team performance measures and reporting on those measures, and participating in any improvements based on those measures.

Work health, safety and wellbeing

- Contribute to a culture where everyone places safety first.
- Identify and report health and safety risks, accidents, incidents, injuries and property damage at the workplace.
- Take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment that is provided to protect their health and safety.
- Follow reasonable instructions given on health & safety and injury management.
- Comply with health and safety and injury management policies and procedures and actively participate in associated training and programs.

Special conditions

- Customer Relations staff are required to be multi skilled across all customer service functions, responsibilities include: contact centre, cashiering, reception, social media, facility bookings and administrative work.
- Rostered hours to support the operational requirements of core customer service functions.
- Customer Relations staff are required to participate in training activities and team meetings, some of which may be held out of hours, managed in accordance with the Enterprise Agreement.

Qualifications (or demonstrated equivalent experience) – (E) denotes essential qualifications

Desirable –

- Local government experience
- Demonstrated experience in managing complex customer interactions.

Skills/capabilities

- Innovative and practical approach to problem solving and negotiation.
- The ability to plan, prioritise tasks and meet competing deadlines.
- Initiative and ability to work with minimum supervision.
- Demonstrated high level of personal integrity and ethics.

Experience – (E) denotes essential experience

Essential –

- A proven track record of delivering a high level of customer service via multiple channels.
- Sound verbal and written communication skills
- Outstanding interpersonal skills and a commitment to developing strong working relationship.
- Experience with current office technologies e.g. PC's, telephony platforms, general office equipment.
- Ability to manage difficult conversations and resolve conflict.
- A demonstrated ability to adapt to change and multi task.

Desirable –

- Experience in providing frontline service delivery and cash handling.

- Experience working in a contact centre environment.

Knowledge – (E) denotes essential knowledge

Essential -

- Sound knowledge of principles and practices underpinning customer service.
- A clear understanding of Local Government, its role within the community and the services provided.
- Complaints handling principles.

Desirable –

- General knowledge of Council operations.
- General knowledge of the Tea Tree Gully Community

Organisational core competencies

- **Digital literacy** – ability to use the essential technology, devices and systems required for the role, or ability and willingness to learn this.
- **Communication**– Verbal: expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience.
Written: expressing ideas clearly in documents that have written organisation, structure, grammar, language and terminology adjusted to the needs and characteristics of the audience.
- **Customer service** – ability to demonstrate a high level of customer care by providing professional, helpful, high quality service, before, during and after the customer’s requirements are addressed.
- **Resilience** – the ability to bounce back when faced with challenging circumstances or when things don’t go as planned.