



CITY OF ALBANY POSITION DESCRIPTION CUSTOMER SERVICE OFFICER

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

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|---|---|
| TITLE: Customer Service Officer | <pre>graph TD; A[Team Leader – Property, Leasing and Customer Service] --> B[Customer Service Supervisor]; B --> C[Customer Service Officer];</pre> |
| LEVEL: Level 3-4, City of Albany Industrial Agreement 2023 | |
| DIRECTORATE: Corporate & Commercial Services | |
| REPORTS TO: Customer Service Supervisor RESPONSIBLE FOR: Nil | |

3. POSITION OBJECTIVE

This position is responsible for providing a positive first contact, delivering a premium customer experience and undertaking efficient cashiering and telephonist services for City customers.

4. KEY RESPONSIBILITIES

Customer Service

Level 3

- Provide first point of contact with friendly and responsive customer service via a range of delivery methods including face-to-face, email and phone interactions.
- Address routine enquiries from ratepayers and other customers, determine needs, provide relevant information or forward to appropriate staff where necessary.
- Maintain a general knowledge of City operations to enable effective delivery of service by - distributing relevant information, answering general enquiries and being aware of local activities.
- Accurately input customer service requests into the City's information system for action by the appropriate staff/work teams.
- Identify any issues with delivery of the customer experience and inform and/or make recommendations to the Supervisor regarding improvements.
- Provide telephonist services.
- Promote City's Values and Customer Service Charter.
- Perform other duties as directed consistent with skills, competence and training.

Level 4 (in addition to the above)

- Handle more complex and escalated customer issues.
- Proactively inform customers about City offerings and self-service options, including digital options.
- Develop and implement customer service procedures for continuous improvement.
- Provide on-the-job training and induction for new Customer Service Officers.

Cashiering/Financial

Level 3

- Act as Cashier, receive and receipt monies for City services on a daily basis including filing receipt copies and associated documentation.
- Ensure that cash and cheques are safely stored and couriered to the bank.
- Record and reconcile daily cash receipts taken across the front counter and received by post.
- Prepare end of day cashiering reports.
- Receiving and receipting rates payments.
- Register and receive payments for dog and cat registrations, including issuing of new tags.
- Receive and log building licence applications, including receipting of individual fees and provision of application number for future customer enquiries.
- Receive and log planning applications, including receipting of individual fees and the provision of application number for future customer enquiries.
- Process and reconcile daily direct debits through the cashiering module.

Level 4 (in addition to the above)

- Manage more challenging cashiering issues.
- Generate financial reports for daily cashiering operations, ensuring compliance with financial procedures and resolving discrepancies.
- Review cashiering processes periodically for accuracy, compliance, and identify areas for improvement.

Administrative

Level 3

- Prepare outgoing daily mail and postage statements.
- Process City ground hire and street appeal bookings requests.
- Process community event sign applications.
- Maintain Lotteries House bookings and apply appropriate fees through Bookable.
- Manage the electronic booking system for North Road meeting rooms.
- Process City of Albany plate applications and submit to Department of Transport.
- Undertake visitor/contractors access to building procedures.
- Initiate process for Pension Rebate applications.
- Perform opening and closing procedures at the North Road office daily.
- Process Emu Point Boat pen applications and vacations.
- Update and maintain Customer Service information and procedures.

Level 4 (in addition to the above)

- Coordinate mail processes, bookings and applications.
- Update booking procedures for ground hires, street appeal bookings, and Lotteries House facilities, identifying opportunities for process improvements.
- Update Customer Service procedures, including process enhancements.
- Act as a point of escalation for complex customer issues.
- Provide training and guidance for new Customer Service Officers.

Work Health and Safety

Level 3 & 4

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Knowledge and Skills

Level 3

- Experience in team environments within a customer focused area.
- Excellent communication, interpersonal and customer service skills.
- High level office administration skills including the ability to handle cash, perform daily banking reconciliation, process payments and input and manage customer information.
- Excellent computer skills including the Microsoft Office suite.
- Excellent verbal and written communication skills.
- Strong attention to detail, initiative and thorough completion of tasks.
- Good time management and organisation skills.
- Excellent telephone skills.
- Ability to produce accurate and concise written communications with correct vocabulary and grammar that is appropriate to the recipient.
- Demonstrated ability to exercise initiative, judgement and discretion and capable of working in an environment that requires confidentiality.
- Demonstrated values of Focused, United, Accountable and Proud.

Level 4 (in addition to the above)

- Excellent interpersonal and communication skills, including the ability to consult, negotiate and liaise effectively with a diverse range of people.
- High level of computer literacy using multiple software packages simultaneously to find solutions for customers.
- Demonstrated commitment to quality and continuous improvement principles.

Experience and Qualifications

Level 3

- Certificate III or above qualification in Customer Contact or Business Administration or 2 year's relevant experience in customer service / administrative role.
- Experience utilising digital phone systems and redirecting calls.
- Experience using a records management / customer service program.
- Cashiering/money handling experience.
- 'C' Class Drivers Licence.
- National Police Clearance.

Level 4 (in addition to the above)

- Certificate IV or above qualification in Customer Contact or Business Administration or 3 year's relevant experience in customer service / administrative role.
- Experience with electronic booking systems.
- Experience training others.
- Experience reviewing and updating policies and procedures.
- Experience dealing with difficult customers and utilising de-escalation techniques.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____