

Position Description

Position Title:	Team Leader Customer Service
Incumbent:	Vacant
Key Result Area:	Organisational improvement
Classification:	Band 6
Award name:	Victorian Local Authorities Award 2001 varied by the Towong Shire Council Enterprise Agreement 2014
Hours:	Full-time or part-time
Employment term:	Permanent
Employment type:	Full-time or part-time
Location:	Tallangatta
Reports to:	Director Community and Corporate Services
Supervises:	Customer Service Officers, Librarians, Records Officer
Approved by:	Chief Executive Officer
Date approved:	September 2017
Document type:	Position Description
Reference:	Personnel

Position Objectives

- Demonstrate positive and supportive behaviours consistent with Council's values, towards all staff, contractors and Councillors
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role
- Provide effective leadership and management of the Customer Service team to deliver a high quality service to internal and external stakeholders
- Foster a responsive and customer service oriented approach to service delivery across the organisation

Key Responsibilities and Duties

Customer Service

- Manage the Customer Service teams in Corryong and Tallangatta to ensure all internal and external customers receive professional, courteous, efficient service at all times
- Participate in the customer service roster:
 - Providing first time resolution for all queries received (it is intended that only very occasionally will requests be referred to other officers)
 - Acting as first point of contact for all enquiries made at reception (in person, by email and by telephone) and carry out role in accordance with Council Customer Service Standards
 - Performing all cashiering functions, from receipting and reconciliations through to banking
 - Ensuring public facing areas (such as reception areas, Council chambers and meeting rooms) are maintained in a clean and orderly state at all times
 - Performing library collection issues, returns, reservations and internet bookings and responding to library queries
- Continually improve the quality of service and operating systems of the Customer Service team and Council
- Review and implement improvements to Council's customer feedback handling processes
- Ensure an appropriate training program is implemented to develop the trainee/s in customer service and office administration
- Review and implement improvements for the use of Council's Customer Action Request System (CARS)

Libraries

- Manage and monitor the provision of library services to provide quality and responsive services to the community

Corryong Cemetery

- Oversee the administrative service provided for the cemetery at Corryong

Records Management

- Oversee Council's records management function, ensuring compliance with the Public Records Act and the Local Government Act
- Review and implement improvements to the use of Council's records management system (Recfind)

Administration

- Perform a broad range of administrative duties including support to other Council departments as required

Governance and Statutory Compliance

- Make every effort to ensure that Council complies with its obligations under the Local Government Act and other relevant legislation (in consultation with Senior Management)
- Research administrative or customer service issues and prepare reports for the Senior Management Group
- Develop and review administration and customer service related policies and provide advice on such policies

General

- Provide accurate, timely advice to Senior Management
- Ensure that Council decisions are executed promptly and effectively
- Encourage and assist staff to develop to their full potential and ensure that team members have a clear understanding of the organisation's expectations through effective consultation, leadership and commitment to human resource management principles
- Ensure that the team's activities, functions and responsibilities are carried out in accordance with statutory obligations and legal procedures, with minimal exposure to risk and litigation
- Encourage strong commitment to responsive and friendly customer service, in all dealings with individuals and organisations
- Ensure that programs and services are appropriately delivered in accordance with the Council Plan and within budget
- Help to further develop Council's reputation as a professional, responsive, customer driven organisation within the local community, the local government industry and other levels of government

Risk Management

- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level
- Ensure compliance with the Information Privacy Act 2000 and treat all information of a sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner

Occupational Health and Safety

- Ensure Council's Occupational Health and Safety Policy and Procedures are observed and complied with at a personal level
- Ensure that no actions taken by the officer interfere with or place at risk the health and safety of any person at the workplace

Other

- Fulfill any other reasonable duties as requested by the Director Community and Corporate Services that are within the limits of the employee's skills, competence and training

Accountability, Extent of Authority and other duties

- Under the guidance of the Director Community and Corporate Services, authority is extended to decision and policy making within areas managed not requiring a direct Council resolution, within the constraints of the Council Plan, policy and delegations, statutory obligations and budget
- Fulfill any other duties as directed by the Director Community and Corporate Services that are reasonably within the limits of the employee's skills, competence and training

Selection Criteria

Qualification and Experience

- Significant experience in customer service and administrative roles
- Relevant tertiary qualifications would be highly regarded
- Demonstrated experience in the supervision of staff and delivering organisational objectives
- Current driver's licence is required

Specialist Skills and Knowledge

- Excellent working knowledge of Microsoft Office applications
- Excellent numeracy skills
- Demonstrated knowledge of contemporary customer service practices
- Working knowledge of Local Government together with knowledge of operational practices and current activities of Council would be highly regarded

Judgment and Decision Making Skills

- Ability to use a high level of judgment to identify problems and recommend appropriate solutions, using existing policies and procedures, whilst exercising confidentiality and appropriate political astuteness

Management Skills

- Excellent time management skills and an ability to set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable
- High level of attention to detail to ensure a professional image of Council is maintained
- Ability to work with limited supervision

Interpersonal Skills

- Ability to work as a team member and maintain effective communication with staff
- Ability to foster quality positive working relationships across and beyond the organisation
- Ability to communicate within all levels of Council, community and external sources as required
- Positive 'can do' attitude whilst exercising tact and diplomacy
- Sound conflict resolution and negotiation skills
- Excellent written and oral communication skills to deliver a high quality service to all stakeholders (both internal and external)

Physical Working Conditions

Type of Hazard	Frequency					
	Rarely		Regular		Often	
	1	2	3	4	5	6
Noise eg. chainsaw	✓					
Manual Handling eg. lifting		✓				
Operation of heavy machinery eg. tractor	✓					
Confined spaces eg. sewerage lines	✓					
Hazardous substances eg. herbicide	✓					
Heat and exposure eg. outdoors	✓					
Isolation eg. tip supervision		✓				
Sedentary eg. computer operation					✓	
Dusty environment eg. quarry	✓					

Key: Rarely: once monthly for say ½ hour
 Regularly: once weekly for say 1 - 2 hours
 Often: once daily for say at least 3 hours

This position description has been approved by the Chief Executive Officer.

Juliana Phelps

Chief Executive Officer

Date: