



POSITION DESCRIPTION

Position Descriptions form a part of an integrated planning process to ensure that individual performances align with the strategic and corporate directions for the City. The Position Description also provides the basis on which selection criteria for the position are determined.

POSITION TITLE:	CUSTOMER SERVICE REPRESENTATIVE
WORKPLACE AGREEMENT:	CITY OF SALISBURY MUNICIPAL OFFICERS ENTERPRISE AGREEMENT (as amended from time to time)
CLASSIFICATION:	
DEPARTMENT / DIVISION:	BUSINESS EXCELLENCE/COMMUNITY EXPERIENCE
POLICE CLEARANCE:	NOT REQUIRED
REPORTS TO:	TEAM LEADER COMMUNITY EXPERIENCE
DIRECT REPORTS:	NIL
POSITION NUMBER:	

POSITION OBJECTIVES:	<ul style="list-style-type: none"> To deliver the best possible service to all of council's internal and external customers. To assist in the development, implementation and evaluation of the Council's Customer Service Policies, Access & Equity Policy, Customer Service Agreements, and all service procedures and standards. To conduct and provide an outreach service to community groups and external organisations where it is deemed appropriate. Contribute towards the ongoing improvement of customer service standards.
VALUES AND BEHAVIOURS:	<p>These Values empower us to ReACH towards our Vision, deliver exceptional community experiences, quality outcomes and a great place to work.</p> <p>Respectful</p> <ul style="list-style-type: none"> Create a sense of belonging & pride in the Salisbury community Respect individual differences Speak up when you don't feel respected, or are not being treated respectfully

	<ul style="list-style-type: none"> • Look after the wellbeing of our community, ourselves and those around us <p>Accountable</p> <ul style="list-style-type: none"> • Take personal ownership and follow through • Deliver on what we say we will do • Believe that the Community comes first • Speak up when it is important <p>Collaborative</p> <ul style="list-style-type: none"> • Work together, committed to a common purpose • Openly share information • Find ways to connect people for better outcomes <p>Helpful</p> <ul style="list-style-type: none"> • Listen and focus on what we can do • Create new futures and look for opportunities • Make a positive difference
<p>KEY RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Answer and/or refer enquiries from customers who contact Council either in person or by telephone, email and other methods, who are seeking any information, advice or access to services within the Salisbury community. • Provide a high level of service to customers, as specified in Service Agreements, by answering enquiries and/or referring customers to appropriate Council funded services or external agencies. • Track and monitor customer enquiries, utilising existing systems. Proactively seek feedback from customers wherever possible. • Utilise technology to provide the best possible outcomes for customers and assist in the development of new or improved systems. • Assist with the preparation and evaluation of service standards and procedures. • Implement Customer Service policies by providing advice to external and internal customers, and explaining and presenting relevant policy documents and educational material. • Participate in the Customer Centre as a member of a team, with responsibility for organising own work and making decisions for tasks, as delegated by the Team Leader Community Experience. • Undertake specific project work delegated from the Team Leader Community Experience, as required. • Undertake training where required, in order to perform duties. • Undertake other duties as directed. • <i>Note: 'Customers' refers to both internal and external customers</i>
<p>WHS RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> • Observe and comply with all health and safety policies and procedures within the City of Salisbury including all safe operating procedures or instructions. • Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation the above.

	<ul style="list-style-type: none"> • Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting. • Fulfil individual requirements to meet any documented WHS objectives arising from biannual performance and development reviews. • Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug in breach of Council’s Drug and Alcohol Policy. • Undertake WHS training where required, in order to perform duties (refer to WHS Competency Assessment).
GENERAL RESPONSIBILITIES:	<ul style="list-style-type: none"> • To comply with the City of Salisbury Code of Conduct and all other policies and procedures adopted by the City of Salisbury as varied from time to time. • To manage all Corporate Records in accordance with required procedures. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
COMPETENCIES:	<ul style="list-style-type: none"> • To be determined and written into the individual training plan upon commencement – see Organisational Wellbeing
ESSENTIAL SELECTION CRITERIA:	<p>Skills</p> <ul style="list-style-type: none"> • Extensive interpersonal skills; including listening, empathy, sensitivity to particular needs and individual differences, assertiveness, confidence, and the ability to stay calm in difficult situations. • Computer skills; including the ability to utilise computer based information systems to identify and apply the information pertinent to customer enquiries. • Communication skills; including the ability to communicate with a wide range of individuals, regardless of age, race, gender, disability or cultural diversity. • Telephone operator skills; including the ability to learn and use the telephony functions and handle telephone call centre systems. • Numeracy skills; including the ability to accurately record and balance monies received by council. • The ability to work effectively in a team environment. <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of service delivery procedures and concepts. This includes knowledge of relevant procedures for the provision of internal and external services to customers and a clear understanding of the issues affecting access and equity. • A clear understanding of HR procedures including OHS&W, Harassment, EEO and Workplace Diversity and their roles within the workplace. <p>Experience and/or Qualifications</p> <ul style="list-style-type: none"> • Experience delivering customer service in a complex, diverse or professional environment in the service delivery industry. • Experience working with computer based systems.

DESIRABLE SELECTION CRITERIA:	<p>Skills</p> <ul style="list-style-type: none"> • Analytical ability and problem solving skills; including the ability to: <ul style="list-style-type: none"> - evaluate outcomes for customers and to assess customer satisfaction - evaluate service policies and procedures in light of customer feedback - assist in improving services to customers and achieving solutions to complex customer and organisational needs. <p>Knowledge</p> <ul style="list-style-type: none"> • A clear understanding of the role of local government. This includes knowledge of local government in the community and the operations of Council. • An understanding of the Salisbury community, environment, services, businesses and people. <p>Experience and/or Qualifications</p> <ul style="list-style-type: none"> • Experience in a multi-functional call centre environment • A demonstrated track record of improving customer service standards and outcomes. • Training certificates, skills or qualifications in handling difficult customers • Experience providing customer service in a local government agency. • Experience in the development of or evaluation of Customer Service policies and procedures. • Training or experience in security procedures or administering first aid. • Proven ability to handle cash and follow appropriate procedures to ensure cash security and accuracy.
EXTENT OF AUTHORITY:	<ul style="list-style-type: none"> • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.

AGREEMENT:		
This position description reflecting the responsibilities, duties and skill requirements for the position, has been discussed with the incumbent.		
POSITION INCUMBENT NAME:	SIGNATURE:	DATE: