

Position Description



POSITION DETAILS	
Date of PD	January 2018
Position Title	Customer Service Representative
Position Grade	6
Directorate Business Unit	Chief Operating Office
Reports to	Team Leader Customer Contact Centre
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

This position is responsible for working as a member of the Customer Contact Centre Team to meet and improve customer and stakeholder service delivery and Respond to customer enquiries and requests in a professional and timely manner

KEY RESPONSIBILITIES

- Work as a member of a team to meet and improve customer and stakeholder service delivery across various channels.
- Responding to customer enquiries and requests in a professional and timely manner
- Developing appropriate knowledge, skills and attitude to service customer inquiries to the point where 80% of all contacts can be addressed to the customer's satisfaction without requiring escalation
- Contribute to the team effort in continually improving processes, systems and customer experience to achieve Best Practice.
- Using Council specific systems to administrate transactions on behalf of internal and external customers
- Contribute to the building of successful partnerships with customers and service providers
- Participating in development programs to improve skills through training, learning and skills acquisition
- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

Qualifications (Level)

- HSC or Equivalent

Experience

- Minimum 1-2 years Customer Service Experience in a Call Centre environment
- Retail and/or cash handling experience

Skills

- The ability to provide information to clients, communicate in the workplace and work effectively in a Contact Centre environment
- The ability to work effectively with others to provide quality customer service, fulfill customer requests and create customer relationships
- Strong organisational skills and the ability to prioritise own workload
- Ability to operate a Windows operational server system software at a basic level and use Multiple Information Systems
- Possess an understanding of Privacy and Personal Information Protection (PPIPA) Act, 1998
- Follow defined W.H.& S policies and procedures

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature..... Date:

Manager's Signature..... Date: