

POSITION DESCRIPTION

CUSTOMER SERVICES OFFICER

POSITION DETAILS

Date of Position Description	September 2021
Position Title	Customer Services Officer I Customer Experience
Position Grade	6
Directorate Business Unit	Community Services I PHIVE
Reports to	Customer Services Team Leader
Physical Requirements Category	Category 2 - Field Role with considerable Physical Requirements

POSITION OVERVIEW

The Customer Services Officer will deliver exceptional customer experiences to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central City.

PHIVE is the community, cultural and civic heart of Parramatta Square. PHIVE operates 7-days a week and offers this customer experience to everyone who lives, works, studies, visits and plays in our City.

The Customer Services Officer will work as part of a team and is responsible for delivering high quality day to day customer experience services, plans and programs, and using every customer interaction as an opportunity to build positive connections with the City of Parramatta.

KEY RESPONSIBILITIES

Role specific

- Proactively deliver core and specific customer service competencies for PHIVE as part of the Customer Experience Team, to provide memorable and exceptional experiences for all customers – refer to PHIVE Customer Service Competencies Framework.
- Accurately facilitate online and face-to-face Council business transactions to efficiently resolve customer enquiries and transaction needs.
- Proactively encourage, educate, and support customers to transition to online channels to complete Council transactions.
- Facilitate cashless customer payment transactions in accordance with Council's policies and procedures to ensure the accurate and secure transfer of payments.
- Proactively facilitate information provision for all customer user types as defined in Council's City marketing and place brand strategies.
- Follow complaints resolution processes in accordance with Council's policy and escalate where required to contribute to effective response systems and ensure stakeholders' grievances are handled sensitively and efficiently.
- Maintain and actively participate in key customer service projects and initiatives.
- Follow and guide others to comply with policies, processes, systems and workflows to maintain the safety and security of the public.

Generic

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Skills

- Demonstrated customer service skills, with exceptional ability to deliver memorable experiences.
- Well-developed ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Well-developed planning, organisation and time management skills, including the ability to meet tight deadlines and balance competing priorities in a fast-paced environment.
- Well-developed conflict resolution skills, with a focus on de-escalation and win-win outcomes.
- Well-developed decision-making ability, including confidence in working with leaders to resolve high priority and often sensitive and complex issues and conflict.

Experience

- Operational, community or retail customer service experience, with a proven track record of achieving objectives.
- Experience in processing a variety of payments.
- Demonstrable understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.
- Computer literacy through accurate data entry, recording of information and experience with a variety of software applications.

Desirable

- Tertiary qualification in customer service, administration, business or a related discipline