

POSITION DESCRIPTION

CUSTOMER SERVICES TEAM LEADER

POSITION DETAILS

Date of Position Description	April 2023
Position Title	Customer Services Team Leader Customer Experience
Position Grade	10
Directorate Business Unit	Community Services PHIVE
Reports to	Manager Customer Experience
Physical Requirements Category	Category 2 - Field Role with considerable Physical Requirements

POSITION OVERVIEW

The Customer Services Team Leader will supervise a capable and highly skilled multidisciplinary team 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 Team Leader is responsible for supervising a team to implement and deliver day to day high quality customer experience services, plans and programs and ensuring every interaction is an opportunity to build positive connections between customers and the City of Parramatta.

KEY RESPONSIBILITIES

Role specific

- Supervise the Customer Experience Team to deliver core and specific customer service competencies for PHIVE, to provide memorable and exceptional experiences for customers.
- Actively deliver core, specific and complex customer service competencies for PHIVE as part of the Customer Experience Team, to provide memorable and exceptional experiences for customers – refer to PHIVE Customer Service Competencies Framework.
- Manage the team to execute operational tasks to efficiently welcome and triage, provide information, facilitate online and face to face Council business transactions and query resolution.
- Manage the team to deliver customer education and awareness regarding online Council transaction options, to encourage and grow online channel shift.
- Manage information provision for all customer user types as defined in Council's City marketing and place brand strategies.
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- Problem-solve complex or unusual enquiries to reach practical and satisfactory resolutions for stakeholders.
- Manage effective response systems and the complaints resolution process in accordance with Council's policy to ensure stakeholders' grievances are handled sensitively and efficiently.
- Monitor and manage processes, systems and workflows in collaboration with the Security Concierge to maintain the safety and security of the public.
- Support the Manager Customer Experience to collect, collate and analyse data to develop

insightful reports.

Generic

- Supervise, coach, and develop a team in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- 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.
- Actively manage 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.
- Lead and promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Degree or tertiary qualification in customer service, administration, business (or a related discipline) or a significant amount of comparable industry experience in a project lead capacity.
- First Aid Certificate
- Working With Children Check (WWCC)

Skills

- Professional customer service leadership skills, with exceptional personal presentation standards and a personable approach.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Proven ability to work with initiative and versatility on a wide range of matters, including solving a range of complex problems through innovation and collaboration.
- Proven ability to deliver significant, cross-functional projects, policies or strategies on time and on budget, managing the needs of multiple stakeholders.
- Highly developed planning, organisation and time management skills, including the ability to meet tight deadlines and balance competing priorities.
- Exceptional 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

- 5+ years customer service leadership experience, with a proven track record of achieving objectives.
- Demonstrated experience in supervising diverse, multidisciplinary teams to deliver customer service plans and processes.
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.