



Position Description

Title:	Team Leader - Customer and Business Services
Division:	Corporate and Community
Reports to:	Manager Governance and Engagement
Grade:	4
Classification:	35 hour week/19 day month

Position Purpose:

To ensure the delivery of exceptional standards of customer service to external stakeholders by the Customer and Business Service team, principally via the key channels of Council's telephone switchboard and the customer service counter at Council's administration building.

To ensure the delivery of business administration support to internal stakeholders by the Customer and Business Service team within the context of agreed priorities and available resources and where that support improves organisational efficiency or adds value to external service standards.

To champion and facilitate the provision of exceptional standards of customer service to external stakeholders by the whole of Council.

Key Responsibilities:

- 1) Lead and motivate the team and set the standards for job knowledge and quality services.
- 2) Establish customer and business service standards that enable Council to meet customer and community expectations.
- 3) Monitor and report on customer service performance via indicators/ standards to facilitate service quality improvement.
- 4) Identify and implement best practice systems and process improvements that enable improved efficiencies and service.

- 5) Schedule staffing and allocate tasks to ensure that service priorities and standards are met.
- 6) Train, develop, coach and mentor Customer and Business Service Officers to ensure that they have the requisite knowledge and skills to deliver quality service.
- 7) Resolve more difficult customer complaints, where necessary, to minimise further escalation outside the team.
- 8) Oversee the delivery of agreed service standards by the Department with regard to responses to all inquiries and correspondence from various stakeholders and the general community.
- 9) Champion workplace health and safety, actively use and review the WHS management system, conduct workplace safety checks and promptly investigate and address health and safety issues so that Council's overall safety performance is enhanced.
- 10) Oversee the performance of the team and complete performance reviews and training/development plans to ensure timely feedback, appropriate recognition of contribution and that staff have the required skills and motivation to do the job.
- 11) Undertake other duties and projects, relative to the skill requirements of the position, as advised by the Manager, Governance and Engagement and Deputy General Manager, Corporate and Community.

Position-specific Knowledge, Skills and Experience:

Essential Selection Criteria:

- 1) A minimum of 2 years' experience in a supervisory role in the customer service industry.
- 2) Cert IV in Frontline Management, Human Resources, or Customer Service.
- 3) Demonstrated customer service and quality orientation. High level planning and organising skills.
- 4) Proven ability to generate solutions to problems and situations.
- 5) Verbal and written communication skills to a high, professional standard.
- 6) High level interpersonal skills with proven ability to handle and resolve complaints and/or conflict situations.
- 7) A high level of computer literacy with at least intermediate level skills in MS Outlook, Word, Excel and Powerpoint.
- 8) Demonstrated experience in documenting and setting up procedures and processes and supporting systems.
- 9) Cash handling and reconciliation experience.

Desirable Selection Criteria:

- 1) Experience with the setting up and configuration of customer service interface environments.
- 2) Knowledge of telephone answering systems and call centre operations.
- 3) Experience of the local government environment.

Generic Skills and Abilities:

The following generic skills and abilities apply to all positions in Council. They have been developed in consultation with staff and with reference to Council's Code of Conduct, vision and values statement, Community Strategic Plan, service standards and statement of business ethics. These skills and abilities describe how we are expected to work together to deliver outcomes, contribute to organisational performance and achieve standards of operational excellence:

Respect: Work in a way that acknowledges and values the skills, contribution and perspective of others.

Professionalism: Abide by Council's Code of Conduct; accept responsibility; demonstrate initiative and a "can do" mindset.

Integrity: Act ethically and display honesty and sincerity.

Communication: Maintain consistent and effective interactions with others.

Service commitment: Strive for standards of excellence and superior service.

Team work: Build collaborative and cooperative relationships with others in order to achieve common goals.

People Management/Supervisory Skills and Abilities:

The following skills and abilities describe the expectations of those who have responsibility for guiding and leading the contribution of others:

Aligning Performance for Team Success: Focus and guide others in achieving work goals.

Managing Performance: Motivate others to take actions that support Council's goals and values.

Developing Others: Provide feedback and coaching to help others strengthen performance; Champion continuous learning.

Building Relationships: Build collaborative relationships between one's area and other areas, Councillors and the community.

Information Analysis and Decision-making: Identify and understand issues, problems and opportunities; take action consistent with available facts, constraints and probable consequences.

Service Leadership: Make the needs of the community and key stakeholders a primary focus; strive for standards of excellence and superior service;

Managing Projects/Outcomes: Determine project/assignment requirements, prioritise and schedule appropriately, leverage resources and stay focused.

Fostering a "safety first" culture: Make employee safety and wellbeing a priority; fulfil responsibilities with regard to Workplace Health and Safety and risk management; "walk the talk".

Facilitating Change and Promoting Innovation: Seek opportunities for innovative ways to address problems and opportunities; facilitate the acceptance of change within the workplace.

General / Additional Information

- Council is committed to the following important principles and practices:
 - Workplace health and safety (WHS). All employees have responsibility for the implementation of our WH&S systems and procedures and to ensure they work in a manner that maintains the safety, health and welfare of themselves and others at the workplace.
 - A professional working environment free from discrimination, harassment and victimisation. It is the responsibility of all employees to ensure that proper standards of conduct are upheld in the workplace. Behaviour which contravenes these standards will not be tolerated.
 - Economic, environmental and social sustainability. Employees are required to consider these three strands of sustainability in all work-related decisions. In addition, employees are expected to adopt work practices consistent with this commitment and take action to reduce waste, prevent pollution and minimise the use of natural resources and energy.
- Conditions of employment are in accordance with the NSW Local Government State Award 2010.
- Applicants should be prepared to undergo a pre-employment medical assessment.
- Council must establish the applicant's right to reside and work in Australia. Applicants will need to provide evidence in support of this.
- Due to the nature of this position the job holder will be required to complete a Declaration of Interest in accordance with Section 441 of the NSW Local Government Act 1993.

Approval of Position Description

This position description has been reviewed and accurately describes the job. Job qualifications and accountabilities are relevant to the position.

**Manager, Governance and Engagement
electronically]**

[approved

**Deputy General Manager , Corporate and Community
electronically]**

[approved