

Job Description

Job Details	
Job Title:	Customer Support Officer
Grade:	2
Reports to:	Manager
Position Number:	CSD01A, CSD01B, CSD123, CSD124, CSD125, CSD192, CSD210, CSD211, CSD303, CSD402, CSD409, CSD420, CSD477, CSD478, CSD479, CSD480, CSD481, CSD483, CSD494, SAC002, SAC005, SAC006, SAC011, SAC012, SAC013, SAC014, SAC015, SAC016, SAC017, SAC018, SAC020, SAC021, SAC022, SAC023, SAC025, SAC026, SAC027, SAC028, SAC033, SBA002
Date:	March 2012

Position Purpose/Job Summary
The Customer Support Officer provides reception and/or customer service duties, liaising with customers and responding to requests and/or enquiries and providing information to facilitate the efficient provision of service delivery to Council's customers

Knowledge, Skills, Qualifications and Experience required
<ul style="list-style-type: none">• Interpersonal skills and experience to facilitate interactions with key stakeholders for the provision of business and customer services• Communication skills including oral, written and verbal skills, for consultation with a range of external customers and to provide professional responses to enquiries and complaints• Skills and experience working within a customer service environment with the ability to achieve a high level of customer satisfaction combined with the ability to respond appropriately to customer requests and meet customer service requirements• Organisation and time management skills combined with the ability to work unsupervised, handling competing priorities to adapt to fluctuating workloads and changing priorities• Ability to apply initiative and problem solve on issues encountered in day-to-day activities and in dealing with customers to determine and implement an appropriate course of action• Skills and experience in administration with the ability to manage and maintain customer records, bookings and information management systems• Experience in MS Office applications (Excel, Word), including email and internet as well as databases and point of sales systems• Qualifications and industry experience in relevant activities such as cash handling, sale and promotion of goods and services and reception services.

Key responsibilities
1. Respond and engage with customers, identifying their needs and nature of their enquiries to determine and implement a course of action and provide appropriate services and solutions
2. Manage and maintain relevant information, bookings and/or customer records management systems to ensure the systems are accurate and up to date
3. Provide administrative and/or support services, including reporting; processing payments for the business unit to facilitate achievement of objectives and smooth functioning of operations
4. Track and monitor the distribution of services to customers, presenting data and information on customers to managers and supervisors of the business
5. Undertake sales and promotion of goods and services including cash handling responsibilities, kiosk service, memberships, booking and hire of facilities, highlighting features and benefits to assist in customer decision making
6. Liaise with staff within the organisation to seek and exchange information, discussing customer needs and providing input on potential improvements to business and customer services
7. Contribute to the maintenance of information and business processes to ensure ongoing accuracy, reliability and to ensure requirements are met
8. Provide specific and targeted customer and support services such as reception and front office functions, record keeping, facilities hire and bookings, financial management and record keeping, correspondence and statistics collation and reporting to meet specific stakeholder, user, customer or project requirements and objectives
9. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes
10. Provide a safe workplace by undertaking responsibilities for the position documented in OHS-051 OHS Responsibilities, Authority and Accountability Matrix.
11. Comply with Council policy, procedure, Code of Conduct, applicable industrial awards and agreements as well as existing local workplace arrangements and contract terms of employment whilst employed by or acting on behalf of the Council.
12. Comply with all reasonable requests and directions of management whilst employed by or acting on behalf of the Council.

Reporting Relationships
Refer to organisational chart on intranet site
Direct: None
No. of Indirect: None

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Key Relationships	
Internal	
Communicating with	Nature of Communication
All staff within the organisation, councillors	Daily and on a face to face basis, and/or by telephone when necessary to provide and exchange information, guidance and advice, resolve issues and respond to requests and enquiries
Managers and Supervisors	When required for direction and guidance and allocations of tasks and duties
Key Relationships	
External	
Communicating with	Nature of Communication
Community groups, customers, suppliers, contractors	To build and maintain relationships; to answer and resolve requests and complaints; and exchange information, ordering supplies and to clarify requests or information
Position Dimensions	
See relevant position delegation.	

Decision making Authority & Accountability
<ul style="list-style-type: none"> • The position has authority to take the necessary actions required to make your workplace safe and to fulfil your OHS responsibilities in OHS-051 • The position's decision making process involves following specific instructions and/or standard work procedures. • The position provides relevant and accurate information and/or data to customers for the achievement of their objectives. • The position must comply with relevant codes of practice, Council policies and standards relevant to area of service delivery • The position refers matters that are beyond the scope of standard procedures and guidelines to a senior officer or manager for resolution

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Problem Solving
<ul style="list-style-type: none">• The position operates in an environment governed by established procedures, specific guidelines and standard instructions• The role require regular supervision and specific instructions and resolves problems by following established procedures and basic principles• The position is expected to possess the ability to analyse problems and determine a suitable course of action for issues that may arise in the carrying out of their day to day duties.
Competencies
This role will incorporate appropriate & relevant competency standards. (Appendix to be attached)

Signature Block		
Occupant:	Signature	Date
Authorised by: (Manager)	Signature	Date

Fairfield City Council Template:



Optional Attachment to Generic Position Description

(This attachment provides examples of the types of duties positions within the Customer Support stream may be required to perform)

Customer Liaison Officer - City Services Admin Centre

Examples of tasks/duties/work plan including but not limited to:

- Customer enquiries for the First Floor, including City Outcomes, City Services, City Manager's and Mayor's appointments.
- Follow up enquiries
- Responsible for registration of incoming and outgoing mail and the complete usage of the Genasys computerised mail system for the Department.
- Knowledge and operation of the inter-Department Mail Tracking System
- Correspondence monitoring for Waste Services, Property & Development, Community Life, City Farm, Libraries, Business Support, Showground and Leisure Centres.
- Statistics entered on Microsoft Excel for Counter/phone enquiries.
- Statistics of Daily works to be entered on Cost Control System.
- Updating Council forms each financial year.
- Booking of Tree Applications, as and when required.
- Collating and distribution of Councillor's mail to meet specified days.
- On a daily basis the collection of City Services tray from the front counter e.g. driveway applications road opening permits, bus bookings, tree inspections etc. for the next days work.
- Assists as and when required catering for meetings.
- Distribution of Council keys to the Public.
- Distribution of mail for Community Life, Waste Services & Business Support.

Fairfield City Council Template:



Optional Attachment to Generic Position Description

(This attachment provides examples of the types of duties positions within the Customer Support stream may be required to perform)

Customer Service Officer – Leisure Centres

Examples of tasks/duties/work plan including but not limited to:

Core working hours are Monday to Sunday, 5.00 a.m. to 11.00 p.m. rostered as required

- Respond to enquiries in person, over the phone or with groups.
- Process and record bookings for hire of facilities.
- To collect and record all monies for activities and services.
- To present all facilities of Fairfield City Leisure Centres in a neat and tidy appearance. This includes following all shift requirements and standard operating procedures in terms of cleaning and maintenance of reception desk, foyer change rooms, kiosk and Fairfield Park Tennis Centre and surrounding grounds.
- Be attentive to customers needs by asking how we can improve our service levels.
- Assist in conducting customer surveys to evaluate centres services and programs.
- Take ownership of customer complaints as reported by customers and staff.
- Operate a range of office equipment to complete routine tasks.
- To be well presented and wear staff uniform at all times ensuring the grooming policy is adhered to.
- Phone messages.
- Preparation of cash floats for shifts.
- Process membership applications & renewals.
- Conduct centre tours to ensure the equity process is followed.
- Administer promotions & advertising.
- Assist membership services program.