

Position Description (Employee)

Customer Service Officer

Division	People Performance & Technology
Business Unit	Customer Service
Grade/Band	Band 3
Date position description approved	05/09/2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

Customer Service Officers are responsible for the provision of high quality, efficient and friendly services, accurate advice and information and access to the City's services and facilities across a range of customer service operational locations and contact channels.

Key accountabilities

- Provide high quality customer service in a courteous and professional manner when greeting and dealing customers across the City's contact channels including over the counter, on the telephone, social media, email and correspondence.
- Contribute to the positive image of Council through the effective use of highly developed written and verbal communication skills, conflict resolution skills, flexibility of interpersonal styles, ability to deal with challenging customers and resilience and ensure a high standard of personal presentation is maintained at all times
- Contribute positively and equitably to overall quality and consistency of service delivery provided by the Customer Service team by participating in ongoing training, performance coaching and feedback; relocating between service points as directed, meeting KPI's and communicating effectively with customers, team members and with other Council business units.

- Develop and maintain a comprehensive understanding of Council systems, technologies, services, events, activities and facilities in order to provide timely and accurate advice and assistance to customers. Demonstrated computer literacy and ability to think laterally as a means of problem solving and sourcing accurate information quickly and effectively;
- Undertake administration, concierge or other functions within the Customer Service unit as required and in accordance with roster and; ongoing training and development objectives.
- Contribute to the improvement of service delivery by becoming multi-skilled in all services and functions undertaken by the Customer Service Unit including call centre, counter, certificates, administration and concierge operations.

Key challenges

- Responding to complex range of enquiries using all available systems and resources to provide accurate information and resolve at first contact where possible
- Effective time management, and ability to adapt to change in a dynamic customer service environment
- Delivering high quality and consistent service in a fast paced environment and representing the City in a positive way at all times

Key relationships

Who	Why
Internal	
Customer Service Leadership Team	<ul style="list-style-type: none"> • Respond to feedback on work tasks and behaviors to improve performance • Identify and escalate issues that may have negative impact on the City's reputation
Other Business Units	<ul style="list-style-type: none"> • Negotiate with internal stakeholders and advocate for customers to get the best outcome
External	
Customers	<ul style="list-style-type: none"> • Provide high quality customer service in a courteous and professional manner when dealing customers over the counter, on the telephone social media, email or through various means of correspondence

Key dimensions

Decision making

Responsible for making appropriate decisions in relation to the scope of work or project; resolving basic issues; and providing information on relevant issues to the appropriate Manager, Coordinator or Team Leader.

Reports to

Team Leader Customer Service, NSC Manager, Parking & Administration Coordinator

Essential Knowledge, Skills & Experience

- Demonstrated experience in a contact centre and/or customer facing environment
- Higher School Certificate (HSC) or equivalent qualification, or demonstrated equivalent competencies gained through experience in a comparable role

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Adept
	Demonstrate Accountability	Intermediate
	Manage Self	Intermediate
	Display Resilience and Adaptability	Adept
Relationships	Work Collaboratively	Intermediate
	Communicate and Engage Respectfully	Adept
	Community and Customer Focus	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
Resources	Finance	Foundational
	Technology and Information	Adept
	Assets and Tools	Foundational
	Procurement and Contracts	Foundational

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that to be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> Is flexible, showing initiative and responding quickly to change Accepts changed priorities and decisions and works to make the most of them Gives frank and honest feedback / advice Listens when challenged and seeks to understand criticisms before responding Raises and works through challenging issues and seeks alternatives Stays calm and acts constructively under pressure and in difficult situations
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to services Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Deliver Quality Results	Intermediate	<ul style="list-style-type: none"> Takes the initiative to progress own and team work tasks Contributes to the allocation of responsibilities and resources to achieve team/project goals Consistently delivers high quality work with minimal supervision Consistently delivers key work outputs on time and on budget
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Gathers and investigates information from a variety of sources Questions basic inconsistencies or gaps in information and raises to appropriate level Asks questions to get to the heart of the issue and define the problem clearly Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solutions
Resources Technology and Information	Adept	<ul style="list-style-type: none"> Selects appropriate technologies for projects and tasks Identifies ways to leverage the value of technology to achieve outcomes Ensures team understands their obligations to use technology appropriately Ensures team understands obligations to comply with records, information and knowledge management requirements