

CUSTOMER SERVICE REPRESENTATIVE

POSITION DESCRIPTION

Position Title:	Customer Service Representative
Responsible To:	Team Leader, Customer Centre
Council Portfolio:	City Community
Council Team:	Customer & Marketing
Classification Level:	Salaried, Level 3

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

Overview of Team

The Customer and Marketing Team supports extraordinary customer experiences, celebrates our City through the delivery of creative and digital services, and enhances our reputation by promoting our achievements and initiatives.

Key Relationships / Interactions

Internal	Employees across the Customer & Marketing Corporate Team
	City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Members of the General Public

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Primary Purpose

As part of the Customer & Marketing Team the Customer Service Representative will provide excellent customer service to all customers who contact the City of Adelaide whether in person, over the phone or in writing. This position responds to a broad range of enquiries from the Corporation's internal and external customers.

Responsibilities

The Customer Service Representative is responsible for;

- Providing professional, face-to-face customer service when rostered to work on the Customer Service Centre Front Counter, ensuring all queries are appropriately addressed.
- Providing a high level of assistance and support to customers of Council's Libraries, ensuring that the service provided is in line with Library policies and procedures.
- Providing high quality customer service in responding to parking expiation correspondence and maintaining accurate records management.
- Accessing accurate and timely information for customers and ensuring any new information is updated in the Customer Centre's database as knowledge and skills increase.
- Professionally dealing with all customer enquiries to the required level and where possible, to resolve queries at the first point of contact for both the customer and CoA.
- Enriching the customers experience by providing positive, meaningful and relevant options, choices, suggestions and referrals.
- Ensuring the provision of a high profile, courteous, timely and accurate first point of contact by telephone, writing or in person for all Council and Library Customers.
- Preparing written responses to enquiries relating to parking offences in a timely manner, including those addressed to the Lord Mayor and CEO.
- Undertaking appropriate investigations to assist in obtaining accurate information for decision making, both internal and external.
- Working collaboratively within the Program and Corporation to ensure information provided to customers is accurate.
- Seeking innovative ways to achieve a good outcome for both the customer and CoA.
- Ensuring accurate processing of payments and permits in accordance with the Corporations policies, including accepting monies, issuing receipts, and reconciling transactions for all payments made to the CoA.
- Undertaking training to further develop skills and as the position evolves to develop and take on new challenges.
- Participating in a team environment to ensure a high level of performance.

Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for;

- Complying with the Employee Behavioural Standards.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.

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Position Criteria

Qualifications	Completion of Year 12 and/or Certificate III in Local Government.	Desirable
Financial Skills & Acumen	Cash handling skills and the ability to process cash transactions in person, ensuring that financial processes are adhered to.	Essential
Technical Knowledge & Experience	Previous call centre experience in a business (or related) environment.	Desirable
	Experience in delivering a high level of customer satisfaction in a customer service environment is essential. Demonstrated ability to plan and operate efficiently under pressure to complete work.	Essential
Innovation & Initiative	Demonstrated ability to work independently as required. Ability to display flexibility and initiative. Proven ability to work collaboratively within a high functioning team which values innovation and creativity.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Excellent verbal and written communication skills with the ability to manage challenging clients and situations tactfully and sensitively, and sound numeracy skills. Ability to work effectively in a team environment. Ability to display flexibility and initiative and manage challenging clients and situations.	Essential
Customer Commitment & Integrity cont'd	Experience in collaboration and acting as a liaison within a team and also across a program and organisation. Commitment to placing the customer at the centre of everything you do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.	Essential
Collaboration & Communication	Proven ability to build positive relationships and consult, negotiate and communicate with all levels of staff and stakeholders both verbally and in writing. Excellent verbal and written communication skills with the ability to manage challenging clients and situations tactfully and sensitively.	Essential
Administrative Skills	Demonstrated planning, prioritisation and organisation skills. Analytical nature with the ability to solve complex business issues.	Essential

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Excellent time management and prioritising skills.

Competent skills in MS Office Suite (Outlook, Word, PowerPoint, Excel) and experience using a records management computing applications (i.e. TRIM / SharePoint System).

Experience in cash handling and the handling of confidential and sensitive information.

An awareness of Workplace Health & Safety issues, standards and actions in the workplace.

Essential

Government Experience

Experience working in a government environment.

Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.