

Customer Service Lead

Corporate and Commercial Services Information and Customer Services



Position Number 4310.1

About the role

The **Customer Service Lead** is responsible for ensuring an excellent first-point-of-contact service to customers contacting the Council. The role leads Council's team of Customer Service Officers and will act as a champion across the organisation for the delivery of exceptional customer experiences.

Council's Customer Service team act as the first point of contact for members of our community across multiple contact channels including face-to-face, phone and digital. The team's primary focus is providing a consistent, responsive, and outstanding customer experience while maximising first contact resolution.

The **Customer Service Lead** is a hands-on, frontline role focused on enhancing the customer experience and managing the day-to-day operations of the customer service team. Activities include providing accurate, timely and appropriate advice and assistance to customers across all aspects of Council operations utilising all available resources. Leading by example, you'll coach, support and guide the team to deliver a gold standard experience while being the team's point of escalation to resolve issues.

Role specific accountabilities

- Perform and assist in day-to-day tasks alongside the team, including customer service requests, receipting, cashiering and managing incoming correspondence.
- Oversee the day-to-day activities of the Customer Service Officers to ensure the consistent provision of customer service across all communication channels *i.e. face-to-face, telephone, email, social media and internal systems*.
- Oversee accurate receipt and processing of applications and complaints from customers are recorded in Council's record management system and actioned in accordance with established timeframes.
- Oversee the accurate and timely processing of all receipting activities, including cash and banking reconciliations and end of day processes.
- Provide advice, support, and guidance to Customer Service Officers on servicing a range of customer requests and assist with resolution of complex enquiries and escalations.
- Actively promote a customer-centric culture focussing on achieving service excellence and delivering on the standards and timelines set out in Council's Customer Service Charter.
- Manage a range of employee and performance requirements in consultation with the Manager Information and Customer Services including rostering, leave management, employee development plans, and training opportunities to improve knowledge and capability, enabling a greater number of enquiries to be resolved at first contact. This may include cross-function exposure across Council.
- Collaborate with the Customer Services and Information Management Teams to develop and improve business processes to ensure consistent and accurate delivery of information and ease and convenient access to services by customers.

- Monitor and review quality of interactions with the Customer Service team to identify training and coaching opportunities and customer service improvement opportunities.
- Apply continuous improvement practices and participate in training and development that supports best practice and ensures a high standard of service delivery.
- Foster and enhance a constructive and positive working environment to ensure employees are committed and motivated to delivering community focused services.
- Actively participate in organisational change and the establishment of effective systems and processes.
- Be a brand ambassador for Council and positively promote Council initiatives and activities.
- Any other duties as reasonably directed.

Enterprise specific accountabilities

All employees have enterprise wide accountabilities for which they are responsible. These include:

- Taking care of your own health and safety and the health and safety of other people.
- Delivering positive outcomes for the Burnie community by taking a customer-centric focus in everything you do.
- Contributing to the achievement of Council's overall strategy and operating deliverables.
- Demonstrating constructive behaviours in line with Council's **Behaviours Framework** to build and nurture a strong and positive workplace culture that embraces teamwork and shared values; and
- Complying with all obligations necessary including abiding by relevant laws, legislation, regulations, standards, codes and Council's policies and procedures, in particular Council's **Code of Conduct**.

To be successful

- Certificate IV in Customer Service, Business Administration or other relevant discipline or an equivalent combination of education, experience and/or training.
- Experience in a similar leadership or supervisory role and a commitment to delivering excellent customer service.
- Prior demonstrated experience in a customer service focused position.
- Proficient in financial systems, including cash handling and reconciliation processes.
- Exceptional written and verbal communication skills.
- A high level of attention to detail with strong organisational and time-management skills and the ability to self-direct and consistently meet deadlines.
- Self-starter with a strong work ethic.
- Solution focussed with a demonstrated ability to solve problems or escalate when required.
- Advanced digital competency in a range of programs including Microsoft Office Council-specific systems.
- Outstanding interpersonal skills including conflict resolution, negotiation, and assertiveness, with the ability to build relationships with a range of stakeholders.
- Professional manner with the ability to work under pressure, effectively managing own workflow with consideration to team requirements
- Professional and empathetic approach to problem solving with a proven ability to effectively engage, and support distressed or agitated clients while remaining remain calm in high pressure situations.

- A continuous improvement mindset with the ability to assess current processes and procedures to identify areas of improvement and the motivation to effect changes necessary to improve the delivery of customer service within the organisation.

Who you will work with

This role reports to **Manager Information and Customer Services**. You are expected to work closely with them, the broader Information and Customer Services team, the Corporate and Commercial Service Team, and Council's Executive Management Team (EMT) to assist the organisation in achieving strategic and operational objectives.

This role requires you to provide front-line leadership and support to a team of 2 employees members. The Customer Service team is also supported by a pool of casual employees, which you will coordinate. You will be supported and have a close working relationship with the **Manager Information and Customer Services** supporting to achieve the overall Business Unit service delivery outcomes.

You are expected to consistently display constructive leadership behaviours and to develop your people through coaching, capability, and empowerment. You are expected to work collaboratively and inclusively with all internal and external stakeholders, effectively communicate and build trust through mutual respect and accountability. You will have the independence and autonomy to lead, prioritise, and allocate work to achieve those outcomes.

Other important information

Location:	City Offices
Employment type:	Full-time
Hours:	38 hours per week
Classification:	Grade 4, Level 1 - 5

Other employment information can be found here: www.burnie.tas.gov.au/Council/Jobs-at-Council