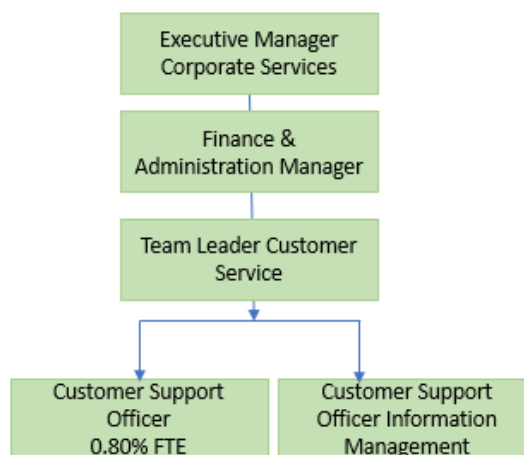


HR PD - ADMIN 6 – Team Leader Customer Service

Position identification			
Position number	ADMIN		
Classification	Level 7	Plus over award	
Position title	Team Leader Customer Service		
Directorate	Corporate Services		
Business unit	Finance and Administration		
Service area	Customer Service		
Location	Town Hall		
Agreement	Local Government Award		
FTE	100%	Hours p/week	38
Position created	April 2018	Last review	October 2021
Reporting relationship			



Corporate Key Performance Areas outlined in:
<ul style="list-style-type: none"> • Strategic Community Plan • Corporate Business plan • Corporate Services Operational Plan • Performance appraisal action plan

Primary objectives of the position

- To ensure the effective delivery of Customer Service Team's functions and ensure a high level of service to all stakeholders, both external and internal.
- Responsible for ensuring the continuity of customer service and coordination of duties between all customer service staff, including but not limited to:
 - creation of task list and coordination of activities with team members.
 - assess competencies of all staff who provide front reception support against the Customer Service Officer matrix, and provide training and upskilling where required.
 - negotiate the weekly front counter roster and phone queue roster with team members and publish on MS Teams
- Contribute to all knowledge management systems in assisting the development and enhancement of customer service delivery, including coordination of data entry and production of reports, and interpretation of statistics, from the Customer Service Module.
- Audit the knowledge base in the Customer Service Request system and develop policies, processes, forms and fact sheets as required with input from service owners
- Embed a process of continuous process improvement for all Customer Service functions, including monitoring the hazard reporting process and the use of Snap, Send, Solve.
- Deliver a high level of customer service both internally and externally at all times.
- Lead the implementation of the Customer Service Improvement Project.
- Administer the call flow matrix and arrangements with the Towns after hours phone answering service. Provide weekly reporting to ELT on phone queue statistics and after-hours messaging.

Key Competencies

- | | |
|--|--|
| <ul style="list-style-type: none">▪ Customer service▪ Job knowledge▪ Process improvement▪ Self-management and initiative▪ Communication▪ Community engagement | <ul style="list-style-type: none">▪ Strategic▪ Interpersonal skills▪ Quality of work▪ Professionalism▪ Teamwork▪ Leadership |
|--|--|

Key Responsibilities and Duties

Corporate/Organisational:

- Provide a high level of customer service both internally and externally, in line with the standards of the customer service charter.
- Liaise with all business units in the development and reporting of customer service key performance indicators.
- Analyse business unit processes for gaps on customer service standards and identify and develop solutions for service standard shortfalls.

Customer Service:

- Oversee systems and processes to ensure telephone and counter enquires (both internal and external) are dealt with efficiently, in accordance with the service levels contained within the Towns Customer Service Charter.
- Ensure visitors and guests are dealt with in a professional manner, and with courtesy and respect.
- Liaise with managers and staff to ensure that information provided to customers is accurate, timely and informative.
- Monitor and manage day-to-day operational activities and workflow.
- Manage and monitor effective customer complaint handling and complaint resolution processes, in accordance with policy and procedures.
- Manage and monitor effective customer complaint handling and complaint resolution processes, in accordance with policy and procedures. The complaints handling process is to be reviewed on a periodic basis.
- Ensure all incoming calls and queries relating to all service areas are processed in a timely and efficient manner.
- Ensure currency of website information.
- Responsible for updating Front Desk information screen.
- In conjunction with other Support Officers develop FAQ's and fact sheets.

Finance

- Balancing of daily income in a timely manner.
- Prepare daily banking.
- Reconcile Petty Cash.
- Submit BSL collection on a monthly basis.

Governance:

- Ensure best practice sound record keeping compliant with legislative requirements, and supports the use of the Customer Service Module.
- Adhere to the Town's policies, procedures, Code of Conduct and Occupational Safety and Health Responsibilities.
- Perform other duties as directed when appropriate to the scope and level of this position.

Selection criteria**Essential**

- Minimum of three years' experience in a Customer Service environment.
- Demonstrated ability to apply effective verbal and written communication strategies to negotiate and resolve varied and complex customer needs.
- Experience in customer service software packages and database maintenance.
- High level computer literacy particularly in Microsoft packages including but not limited to MS Word, Excel and Outlook.
- Demonstrated experience in collection, analysis, recording and management of data.

- Demonstrated experience in effectively identifying, qualifying and resolving a variety of customer needs and issues.
- Demonstrated knowledge of Customer Relationship Management.
- Demonstrated ability in providing leadership and management of direct reports.
- Demonstrated knowledge of Customer Service industry trends.
- Knowledge of financial principles.

Desirable

- Previous experience in a similar position within Local Government, or a qualification and/or extensive experience in any of the relevant field would be highly regarded.
- Understanding of financial processes and procedures.
- Previous supervisory experience.

Other specific details of the position

Extent of authority	This position operates under broad direction but within limits of Town policy and relevant legislative constraints.
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Position has purchasing authority in line with procedure **No**

Certification

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Manager's signature _____ Date _____

2. As position holder I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Position holder's signature _____ Date _____