



Position Description

Position Title	Customer Services Officer
Directorate	Corporate and Community Services
Level	4
Reports to	Customer Service Team Leader
Directly responsible for	N/a
Primary Location	Margaret River Civic Administration Centre and as required Augusta Civic Administration Centre.
Delegation	Refer delegation matrix and act as Licensing officer on behalf of the Department of Transport as delegated by the Director of Licensing Services.
Position No. & version	Ver_0_270824

Position Overview

Working at both the Augusta and Margaret River Civic Administration Centres, the Officer will be responsible for providing effective customer service in a multi-disciplinary team by taking ownership of customer service needs and issues that are at times complex and demanding and ensure resolutions are consistent and timely.

Effectively advise, assess eligibility for and process a variety of licence applications and transactions for customers, with relevant Department of Transport legislative, regulatory and departmental policies and procedures.

Complete all administrative tasks to a competent standard and to deadlines.

Pro-actively identify and support continuous improvement opportunities in systems and processes to increase the responsiveness and quality of customer service in the Customer Contact Centre and across the organisation.

Position Responsibilities

<p>Customer Service Generalist</p> <ul style="list-style-type: none"> Respond to a broad range of complex, sensitive and routine customer issues and needs, using high level interpersonal skills to clearly determine requirements, manage expectations and provide effective and timely solutions through to closure of the need or issue. Take ownership of customer needs and issues working collaboratively with appropriate corporate officers to identify organisational responses that ensure effective and timely resolutions to close out customer requests within agreed timeframes. Develop specialist skills in a specific area and generalist skills across 	35%
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<p>the broad range of Council services.</p> <ul style="list-style-type: none"> • Collect, receipt, and reconcile monies remitted for payment following Regulations and procedure. • Effectively communicate with customers of diverse backgrounds and skilfully negotiate cooperation from difficult customers. • Response to first aid and emergencies. • Services will be split between the Shire's administration centres in Augusta and Margaret River. • Advise, assist, order, collate, and distribute stationary and consumables requirements for the MR Civic Administration Centre. 	
<p>Customer Service Specialist</p> <ul style="list-style-type: none"> • Undertake training in a specialised service area with a Directorate Knowledge Champion to increase service capability – Department of Transport, Planning & Building, Corporate/Executive, Environmental Health, Rangers/Community Development, Infrastructure services and Augusta Operations. • Develop procedures relating to specialist service for the knowledge of the team. 	10%
<p>Licensing Services</p> <ul style="list-style-type: none"> • Undertake Department of Licensing Training as required. • Fulfil legal responsibilities as an accredited WA Licencing Officer. • Undertake point of service problem solving, deal with contentious and sensitive customer inquiries and apply available discretion in making decisions. • Comply with information security policies and procedures and system requirements to ensure information is kept confidential and is utilised accurately and reliably. • Assess customer licensing needs, provide recommendations on what relevant legal forms are to be completed by the customer, assist and authorise the completion of licensing forms for processing. • Determine and assess that eligibility requirements, including the verification of documents presented for the issue, transfer or variation of motor driver's licenses, motor vehicle licences and boat licences are met. • Liaise with Department of Transport for scheduling bookings for licencetesting. • Ensure all actions are with the parameters of a Licensing Officer to ensure accreditation status is maintained. 	50%
<p>Knowledge management</p> <ul style="list-style-type: none"> • Identify and research customer information needs and gaps to ensure the knowledge management systems and processes are proactively developed to address changing and anticipated customer needs and constantly improve customer service delivery. • Ensure opportunities to improve the knowledge management systems are identified and addressed. • Participate on a rotational basis within a multi-disciplinary team to maintain generalist knowledge. • Meet on a regular basis with Directorate Knowledge Champions to maintain and increase specialist knowledge. 	5%



Position Requirements

Essential

- Demonstrated front-line customer service experience in an environment that requires providing technical advice to customers.
- Ability to comprehend, interpret and advise customers on service requirements i.e. as they may relate to standards, procedures, policies and legislation.
- Well-developed oral communication and interpersonal skills including conflict management and resolution using tact and diplomacy.
- Demonstrated office management skills including data entry and keyboarding.
- Demonstrated competency in Microsoft office products including Word, Excel and Outlook.
- Proven ability to undertake financial/cash receipting with a high-level of accuracy and attention to detail.
- Ability to use contemporary communication technologies and systems.
- Ability to interrelate effectively within a small multidisciplinary team including being adaptable and flexible.
- Demonstrated passion for providing excellence in customer service.
- Current 'C' class WA drivers licence

Desirable

- Experience and knowledge in Council operations including Planning, Building, Corporate Services, Environmental Health, Rangers, Community Development, Infrastructure services.
- Certificate IV in Business or Administration
- Senior First Aid Certificate.
- Accredited Department of Transport Licensing Officer.
- Working knowledge of industry software information system e.g. Synergy, Trellis.
- Understanding of Local Government functions and information flows.
- Working knowledge of relevant legislation applicable to this role.



Key Relationships

Internal	External
Department Heads Councillors Council staff	Community members and groups Public utilities and authorities Government Departments Associations of Local Government Local Governments Ratepayers / residents enquiries

The Way We Do Things

Respect



Integrity



Community



Excellence



Acknowledgement

Reporting Officer Name	Signature	Date
Name	Signature	Date