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# **Position Description**

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| **Position Title** | Customer Services Team Leader |
| **Directorate** | Corporate and Community Services |
| **Level** | 5 |
| **Reports to** | Manager Corporate Services |
| **Directly responsible for** | Customer Service Officers |
| **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** |  |

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| **Position Overview** |

Working at both the Augusta and Margaret River Civic Administration Centres, the Customer Services Team Leader will drive a culture of service excellence within the Customer Services team.

The Customer Service Team Leader is responsible for leading the day to day operations of the Customer Service team and ensuring the team operates efficiently, in alignment with the Shire’s values and in accordance with relevant Department of Transport legislative, regulatory and departmental policies and procedures.

In addition, the Customer Service Team Leader will pro-actively identify and implement continuous improvement opportunities in systems and processes to increase the responsiveness and quality of customer service through all channels of communication.

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| **Position Responsibilities** |

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| **Customer Service**   * Lead the Customer Services team to delivery excellence in customer services, including front line services within Margaret River and Augusta administration centres and through back office customer service functions * 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 officers to identify organisational responses that ensure effective and timely resolutions to close out customer requests within agreed timeframes * 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 * Ensure team awareness of and adherence to security issues relating to cash handling and emergency procedures * Provide input to and assist with actions from the Customer Experience Strategy * Maintain customer service statistical data to measure performance of services over time * Ensure procedures are monitored and reviewed on a regular ongoing basis and implemented across both Margaret River and Augusta sites * Ensure the presentation of the Customer Service areas at both Margaret River and Augusta administration centres is of a high quality and promotes a professional image * Provide Customer Service Induction to new employees * Response to first aid and emergencies * Advise, assist, order, collate, and distribute stationary and consumables requirements for the Margaret River Civic Administration Centre |
| **Licensing Services**   * 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 licence testing * Ensure all actions are with the parameters of a Licensing Officer to ensure accreditation status is maintained |
| **Knowledge management**   * Develop, build upon and keep updated the Shire’s knowledge management systems and processes to maximise enquiries that can be resolved at the first point of contact * Ensure opportunities to improve the knowledge management systems are identified and addressed |
| **Staff and leadership**   * Compile staff rosters for the Customer Services team, ensuring adequate coverage for both the Margaret River and Augusta administration centres and for all relevant channels of communication * Monitor and bring to the attention of the Manager in a timely manner complaints or performance issues relating to Customer Service staff. * Identify ongoing training needs of the Customer Service Officers * Provide on-the-job training for new staff * Participate in recruitment activities for the Team * Undertake timekeeping responsibilities for staff and lead the annual staff Performance Evaluation assessments for team members |

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| **Position Requirements** |

**Essential**

* Strong leadership skills with previous experience in leading dynamic, proactive and customer-focussed teams to provide excellence in customer service
* Demonstrated passion for providing excellence in customer service
* Proven ability to work in a changing environment as the role will be involved in implementing the Shire’s Customer Experience Strategy
* High standard of professional and ethical conduct
* Developed customer service skills including the ability to provide advice of a technical nature, handle complaints and de-escalate conflict
* Well-developed oral communication and interpersonal skills including conflict management and resolution using tact and diplomacy
* Ability to develop and implement Continuous Improvement initiatives in a team environment
* Ability to comprehend, interpret and advise customers on service requirements i.e. as they may relate to standards, procedures, policies and legislation
* Demonstrated office management skills including data entry and keyboarding, with demonstrated competency in Microsoft office products including Excel and Word
* 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
* Current ‘C” class WA drivers licence

**Desirable**

* Experience and knowledge in Council operations including Planning, Building, Corporate Services, Environmental Health, Rangers, Community Development and Infrastructure services
* Certificate IV in Frontline Management or related discipline
* Working knowledge of industry software information system e.g. SynergySoft, Department of Transport licensing systems
* Working knowledge of relevant legislation applicable to this role

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| **Key Relationships** | |
| **Internal** | **External** |
| Directorate Knowledge Champions  Department Heads  Councillors  Council staff | Community members and groups  Public utilities and authorities  Consultants and other professionals  Federal and State Ministers and Departments  Associations of Local Government  Local Governments  Ratepayers / residents enquiries |

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| **The Way We Do Things** |

Respect Integrity Community Excellence

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| **Acknowledgement** | | |
| Reporting Officer Name | Signature | Date |
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