



■ Position Description

Job Title: Customer Service Officer Multi - Role
Reporting To: Customer Service Manager

Remuneration level: Negotiable depending on experience and qualifications

Purpose of the position

The Customer Service Officer is a multi-functional role to support the relevant manager (Customer Service Manager) in the delivery of quality services to the people of Halls Creek, the surrounding communities and to visitors. The services include postal, licensing, library, reception and tourism services.

The position provides information and advice and performs sales and transactional services, so that the commercial and customer service objectives and service delivery standards of the Shire and its partners are met.

Responsibilities

■ **Responsibility 1** To provide a high standards of customer service in the day to day operation of the Shire's Vehicle Licensing, Library, Reception, Postal and Travel and Tourism services.

Authority Level Able to work semi-autonomously under the direction of the Customer Service Manager.

Measurement

1. Feedback from customers indicates that the Customer Service Officer is customer focused and willing to provide excellent service with no substantiated complaints of poor service.
2. Demonstrated adaptability to work in a range of customer service areas
3. Demonstrated commitment to implementation of the Shire's Customer Service Charter and relevant business plans.

Responsibility 2 Assist the Postal Manager in performing a range of post office transactional services including post, banking, retail and identity services with a high level of customer service

Authority Level Able to work semi-autonomously with support from the Post Office Manager.

Measurement:

1. Maintain a cash advance accurately which includes handling and processing cash, cheque, credit cards and EFTPOS
2. Accurate and timely processing of a broad range of financial agency transactions through Australia Post's technology systems
3. Accurate processing of all identify service transactions (e.g. AustralianPassport Interviews) in compliance with statutory requirements

4. Accurate acceptance of mail items for lodgment, with the correct assessment of applicable charge(s)
5. Accurate and timely preparation of outward mail for dispatch through correct presentation, review of charge related documents and cancellation of stamps

■ Responsibility 2 Assist the Post Office Manager and Customer Service Manager to promote and maximise return on sales.

Authority Level Able to work semi-autonomously with support from the relevant Manager to generate an offer customers a wide variety of quality and relevant merchandise.

Measurement

1. The promotion of products and services through up selling and cross-selling, merchandising and other promotional activities, accurate stock takes
2. Building collaborative relationships with customers to understand their needs and sell solutions

■ Responsibility 3 To support the Customer Service Manager by assisting with the answering of the telephone, receipting, Department of Transport licensing, library issues and document processing.

Authority Level – Able to work semi-autonomously under the direction of the Customer Service Manager.

Measurement

1. Duties are performed accurately within an appropriate time-span. promptly.
2. Visitors and guests of the Shire are made to feel welcome and dealt with in a professional and courteous manner at all times
3. Library catalogue updated

■ Responsibility 4 To support the Customer Service Manager in the provision of destination advice from accessing / interpreting product and service information and by ensuring procedures are followed to respond to tourism enquiries via telephone, the website and email.

Authority Level – Able to work semi-autonomously with support from the Customer Service Manager.

Measurement

1. The Customer Service Officer has a good understanding of the region and has product information to support destination advice and provides prompt, accurate and courteous advice and information to customers.
2. Responses to customer queries are timely, accurate and helpful.

■ **Responsibility 5** **Handle and maintain accuracy in cash and credit card transactions for sales.**

Authority Level – Able to work semi-autonomously with support from the relevant manager / supervisor to undertake accurate financial transactions which are accounted for in the manner prescribed by the Customer Service Manager.

Measurement

1. Daily takings are accounted for accurately and to the satisfaction of the Customer Service Manager.

■ **Responsibility 6** **To ensure (in cooperation with the Records Manager) that all documents for which the Customer Services Officer has responsibility are registered and managed in accordance with the Document Management Plan approved by the Chief Executive Officer.**

Authority Level The officer is expected to work in cooperation with the Records Manager.

Measurement

1. High level of co-operation with Records staff.
2. All documents are managed appropriately in accordance with the Records Management Policy.

■ **Responsibility 7** **To comply with Occupational Health and Safety legislation and promote safe work practices including ensuring all OSH documents such as risk assessments, incident reports, hazard registers etc. are completed immediately or as soon as practical and delivered to your supervisor and/or HR Coordinator Immediately**

Authority Level Able to work semi-autonomously within established procedures, with guidance from your supervisor and/or the HR Coordinator and/or OSH committee member.

Measurement

1. Adherence to OHS legislation and related Shire policies
2. Ongoing vigilance to ensure risks are minimised/negated

Relationships

Responsible to:

Customer Service Manager / Postal Office Manager

Supervision of:

Nil

Internal/external liaison:

| <u>Internal</u> | <u>Purpose</u> |
|--------------------------------|--------------------------------------|
| 1. Director Corporate Services | Financial arrangements |
| 2. Records Manager | Document handling and record keeping |
| 3. Shire officers | As required |

External

Government Departments / Agencies
Other local governments
Local community and visitors to the region
Other tourism providers, both in and beyond Halls Creek
WA Tourism
Australia's North West (RTO)
Events and festivals organisers and / or committees
Business operators

Extent of Authority

Works under the direction of the Customer Service Manager or Post Office Manager
Accountable to the Director Corporate Services for the satisfactory completion of all duties within the set time schedule; to the appropriate standard, and in a safe and efficient manner in accordance with the OH&S act, regulations and requirements and Council policies which apply. Is responsible for providing a high quality of work and that tasks are performed in an efficient, effective and accountable manner
Uses a high level of initiative and flexibility within the parameters of Council's policies and procedures.

Specific Duties

Reception & Library & Department of Transport Licensing:

Receives and responds to telephone inquiries directed to the relevant manager or designated staff member, and initiates appropriate action
Answers telephones, receipting, dealing with licensing and other "front counter" business as required
Processes license applications on behalf of the Department of Transport in compliance with relevant legislation and Department of Transport policies
Co-ordinates the Hire bookings, including entry and exit inspections with relevant parties
Maintains library catalogue & services
Assist with administrative duties with regards to road reports, correspondence, membership to the Aquatic and Recreation Centre, complaints and council reports

Travel and Tourism

Provide information and advice to assist visitors and increase the profitability of Halls Creek Travel & Tourism
Maintain communication with all tourist operators to ensure their patronage of the services of Halls Creek Travel & Tourism
Assist the Manager to promote and maintain communication between Halls Creek Travel & Tourism and other visitor centres within the Kimberley and Pilbara region and selected Northern Territory centres and others as appropriate.
Promote product and services through up selling and cross-selling, merchandising and other promotional activities
Assist the Manager with purchase of stock, ordering, pricing stock
Provide accurate point of Sale transactions including cash, credit card and EFTPOS
Reconcile and bank daily takings as requested
Use computer systems for stock, finance and visitor statistics as required

Post Office

Perform customer sales and service transactions
Maintain a cash advance accurately which includes handling and processing cash, cheque, credit cards and EFTPOS
Promote and process a broad range of financial agency transactions through Australia Post's technology systems
Conduct and process a range of identity services transactions (e.g. Australian Passport Interviews) to establish applicant's identity with a high level of accuracy and compliance
Promote product and services through up selling and cross-selling, merchandising and other promotional activities
Accept mail items for lodgement, with accurate assessment of applicable charges
Build collaborative relationships with customers and seek to understand the needs of customers
Prepare outward mail for dispatch through correct presentation, review of charging related documents and cancellation of stamps
Assist and / or perform administrative duties such as stock taking and record maintenance

Other:

Provide high standards of customer service
Maintains knowledge of Shire of Halls Creek administrative policies and procedures
Foster positive and productive working relationships with all other sections of the Shire of Halls Creek organisation
Maintains strict confidentiality and sensitivity at all times.
Participates in training and development programs to enhance skills and performance.
Reports all workplace accidents and hazards (that cannot be self-corrected) to the Manager Regulatory Services or relevant OSH rep.
In consultation with the Records Manager, ensures that all documents are handled in accordance with the Document Management Plan approved by the Chief Executive Officer.
Other duties as allocated from time to time.

Person Specification

Skills

The ability to be innovative and self-motivated
Willingness to be flexible and undertake a range of duties
Well-developed customer service and administration skills
Financial acumen
Highly developed interpersonal skills and communication skills
Well developed problem solving skills
Ability to efficiently and effectively organise their own work schedule and set priorities
Punctuality and reliability to work to a roster
High level of professional integrity

Knowledge

Customer service
Good working knowledge of information technology and modern office management (including PABX telephone system, photocopiers, facsimile and binding machine
Cash management
Local knowledge of the Kimberley area preferred

Capabilities and Experience

Essential

- Must be able to lift up to 16kg of mail on a repetitive basis
- Be able to stand for the duration of your shift
- Be flexible for additional hours, changing shift time, change location and duties
- To work collaborative with your team to deliver solutions
- Fast and efficient
- Cash handling
- Demonstrated cross-cultural communication skills

Qualifications and/or Training

Essential:

- 'C' Class Driver's License
- Police Clearance

Desirable:

- Relevant customer service experience
- Possession of a Certificate III in Business (Office Administration) or similar or a relevant qualification in tourism, marketing or a related field

Selection Criteria

Essential:

- Well-developed customer service and administrative skills
- Sound computer literacy, particularly the use of email, MS-Word and MS-Excel
- Good personal presentation
- Highly developed interpersonal and communication skills including cross-cultural communication
- Good knowledge of information technology and modern office management with sound keyboard, numeracy and literacy skills
- Previous experience with cash handling
- Experience in an administration and customer service
- Demonstrable ability to show initiative, seek solutions to problems within defined areas of responsibility and know when to seek assistance or support
- Demonstrated punctuality and a high level of professional integrity
- Able to undertake a variety of physical work
- Reliability to work according to a roster

Desirable:

- A relevant qualification in Business (Office Administration), tourism, marketing, or
- Previous experience and knowledge of Australia Post business processes and services, or
- A related field or an equivalent level of training and experience

Signed.....
Employee

Date.....

Signed
Noel Mason, Chief Executive Officer

Date.....