

# Customer Service Officer

<b>Position Number</b>	
<b>Directorate</b>	Corporate Services
<b>Service Unit/Department</b>	Customer Service
<b>Location</b>	Civic Centre, Roberts Avenue, Horsham
<b>Position Classification</b>	Band 4 Level A
<b>Position Appointment</b>	Casual
<b>Enterprise Agreement</b>	Horsham Rural City Council Enterprise Agreement Number Ten, 2022-2025
<b>Reports to</b>	Coordinator Customer Service

## Organisation Values - **FAIR**

### **F**lexibility

We are adaptable to changing circumstances

### **A**ccountability

We are responsible for our behaviour and actions

### **I**ntegrity

We are ethical, transparent and honest in our conduct

### **R**espect

We value diversity and appreciate others and will not tolerate sexual or others forms of harassment

## 1. Position Objectives

Professionally represent the Council and staff of the Horsham Rural City by providing courteous, efficient and high-quality customer service duties including cashier, telephone and reception services.

Provide administrative support to various Corporate Services Directorate staff and perform general office duties in an effective and timely manner.

To actively participate as part of the team of Customer Service Officers ensuring that the workload is shared evenly amongst all members of the team.

## 2. Key Responsibility Areas

- Prompt, friendly, knowledgeable and efficient responses to requests, enquiring and complaints by customers.
- Effective referral of customers to, and liaison with, other staff where necessary.
- Operate and promote the use of the Council's customer service request system (CRM) including the assessment and determination of the type and urgency of the request ensuring that the required level of detailed information is obtained and recorded to enable the customer's request to be enacted upon to their satisfaction.
- Provide receipting/cashier functions including end of day balancing and reconciliations in accordance with documented processes.
- Provide assistance to customers to ensure the thorough and accurate completion of application and registration forms.
- Provide administrative support to various teams across Council in the provision of customer service as directed by the Coordinator Customer Service.
- Assist customers with cemetery enquiries and provide sensitive support and guidance with plaque requests, including ordering and monitoring of plaque orders.
- Be responsible for updating the internal customer information database, used to assist with customer enquiries, and alerting the Co-ordinator to any process issues or concerns.
- Alert the Community Relations & Advocacy Unit of any changes and enhancements necessary to improve the customer experience of Council's website.
- Carry out general office duties as directed by the Coordinator Customer Service and the Manager Governance and Information.
- To provide assistance and backup to the Corporate Services Directorate and other parts of the organisation.

Note: In accordance with award provisions, Council may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skills base.

### **3. Accountability and extent of Authority, Judgement and Decision Making**

- Accountable to the Coordinator Customer Service for the satisfactory completion of duties within the set time schedule; to the appropriate standard and in a safe and efficient manner in accordance with the Occupational Health & Safety Act, regulations and requirements and Council policies which apply.
- Make decision relating to selection of methods, techniques or processes used from a range of standard options to ensure the best outcome for the customer.
- A strong knowledge, and commitment to, the practice of high-quality customer service.
- Commitment to continuously improve the level of service provided by the team by proving feedback to the Coordinator Customer Service.
- Provide routine guidance and supervision to casual and relief staff to ensure that policies, procedures and processes are followed.
- Work is performed to specific guidelines and under general supervision.
- Manage time and set priorities appropriately.
- Work is clearly defined but guidance and advice are always available.

### **4. Skills and Knowledge**

- An understanding of all Council operations to enable efficient and effective referral of information to customers, employees and departments within the organisation.
- Experience working in a fast paced, customer-focused environment.
- Experience in the operation of a telephone communications system.

### **5. Management and Administrative skills**

- Able to manage time and plan and organise work so as to achieve specific and set objectives in the most efficient way, within resources available and within relevant timeframes.

- Excellent computer skills and ability, including competence in the operation of Windows-based programs including the Microsoft Office suite.
- Able to assist other employees by providing guidance, advice and training on routine/basic technical, procedural and administrative matters, as required on a limited basis.

## **6. Interpersonal skills**

- Excellent oral and written communication skills.
- Ability to provide a professional image to the public and positively interact with members of the public.
- Demonstrated empathetic listening skills and an ability to identify customer needs quickly.
- Demonstrated ability to deal calmly and positively with difficult customers.
- Ability to provide assistance to customers of culturally and linguistically diverse backgrounds.
- Ability to co-operate with other staff in a team environment and to work individually.
- Ability to carry out written/oral instructions in a timely and efficient manner.

## **7. Qualifications and Experience (Selection Criteria)**

- Extensive previous experience in the cashiering/reception/secretarial fields and/or completion of secondary school and relevant industry-based short courses.
- Excellent written and verbal English skills.
- Good personal presentation.
- Experience in working in a fast paced, customer-focused environment.
- Experience in the operation of a telephone communications system.
- Demonstrated computer software (Windows-based/Microsoft Office) skills.

## 8. Organisational Relationships

<b>Reports to:</b>	Coordinator Customer Service
<b>Supervises:</b>	Nil
<b>Internal Liaisons:</b>	Councillors All staff
<b>External Liaisons:</b>	The Public Ratepayers Debtors Solicitors and staff Cemetery staff

## 9. About Horsham and Horsham Rural City Council

Horsham Rural City is a vibrant, multi-cultural community situated in the heart of the Wimmera region of Victoria, approximately 300 kilometres north-west of Melbourne. The municipality has a population of approximately 20,000, covering an area of 4,267 square kilometres, with approximately three quarters of residents living within the urban area of Horsham.

Horsham is the major provider of retail, community and government services in the Wimmera, with dryland and broadacre agriculture being our major industry. There are a range of quality educational and health care facilities including secondary colleges, a university and an agricultural college.

Council is committed to working with the community to develop the municipality through strong leadership, vision, good governance, responsive services and quality infrastructure, whilst enhancing our liveability and natural environment.

### **Accessible and Inclusive Employer**

Horsham Rural City Council supports flexible and accessible working arrangements for all staff. We are progressive, open to new approaches, and aim to be an inclusive and diverse workplace that celebrates the contribution made by all our staff.

### **Occupational Health and Safety/Risk Management**

All employees are required to follow workplace health and safety requirements and obligations in accordance with legislative frameworks, Council policies (including the OHS Responsibility and Accountability Procedure) and other workplace procedures at all times.

Employees will also observe and comply with Council’s Risk Management Policy and the application of sound risk management practices within the workplace and the community.

**10. Further information**

Horsham Rural City Council is an Equal Opportunity and Child Safe Employer and values Flexibility, Accountability, Integrity and Respect. We encourage and celebrate all cultures, heritage and diversity. We recognise the important and ongoing place that all Indigenous people hold in our community.

Council encourages applications from people of all abilities and can make information available in alternative formats if required.

Council and its employees also have obligations under Victoria’s Charter of Human Rights and Responsibilities. See the People & Safety Department or [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au) for further information.

Manager People & Safety  
Horsham Rural City Council  
PO Box 511  
Horsham Victoria 3402  
Email: [hr@hrcc.vic.gov.au](mailto:hr@hrcc.vic.gov.au)

**11. Sign Off**

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Document prepared by: People & Safety Department

**Approved by:** .....  
(Director Corporate Services)

**Date:** .....

**Employee name:** .....

**Signature:** .....

**Date:** .....