

Position description

Title:	Customer Service Officer	Position Number	2086
Classification:	Level 3		
Hub:	Corporate	Program Area:	Corporate and Customer Service
Reports to:	Supervisor Customer Service		
Direct Reports:	Nil		

Our vision and mission

Darwin 2030 – City for People. City of Colour.

We will work with the community and partners, provide leadership and deliver services that create opportunities to enhance the economic, cultural and environmental sustainability of Darwin.

Our strategic directions

- A capital city with best practice and sustainable infrastructure
- A safe, livable and healthy city
- A cool, clean and green city
- A smart and prosperous city
- A vibrant and creative city

Organisation operating model

City of Darwin's organisational operating model is an agile high -performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of four operating hubs, the Office of the Lord Mayor and CEO, Community, Corporate and Innovation, and incorporates:

- an agile organisational structure,
- high-performance culture,
- enterprise leadership,
- psychological safe working environment, and
- high collaboration and communication.



Position objective

The main objective of this role is to provide efficient, responsive and courteous customer service across a range of Council functions ensuring a positive customer service experience is provided to a diverse range of people.

Key result areas

Corporate identity

- Promote and embody City of Darwin's Vision and Mission.
- Promote and embody City of Darwin's staff values, CARES (**C**ustomer Service, **A**ccountability, **R**espect, **E**xcellence and **S**olidarity).
- Act in accordance with and abide by the City of Darwin's Code of Conduct.



Service delivery

- Provide a high level of Customer Service and communicate efficiently and sensitively.
- Quickly identify customers' needs and ensuring that information is provided in a transparent, open and timely manner in accordance with legislation and Council policy.
- Attend to customers promptly, impartially and courteously taking into account particular characteristics, needs and diversity.
- Provide guidance and assistance to Call Centre and Reception Services customers.
- Strive for the highest achievable level of customer first-contact resolution using Council's Knowledge Base, and if necessary, seeking advice or assistance from the relevant business area or escalating the enquiry to the business area.
- Ensure that information provided by the customer is accurately recorded in City of Darwin systems and, where necessary, task as soon as possible to the relevant business area(s) for follow-up action.
- Understand the range of reference material available to answer enquiries or assist in feedback resolution and how to quickly access the relevant parts of that material.
- Provide a clear, accurate and comprehensive response to an enquiry, supported by helpful written documentation when required as follow up.
- Inform customers on the range of services provided to the community by the Council as well as by other agencies and community organisations.
- Accurately undertake financial tasks, including processing, receipting, balancing, banking and refunds in accordance with guidelines.
- Process payments, permits and complaints efficiently and accurately.
- Coordinate and assist internal and external customers with the compilation and lodgement of Council's application documentation including venue hire forms, equipment and banner bookings and permits.
- Provide advice and support to internal and external customers to ensure events are conducted in accordance with Council's By-Laws, policies, regulations and relevant legislation. Inform customers of applicable fees for services requested in accordance with Council's adopted Schedule of Rates.



- Record details of enquiries handled and the responses provided in line with City of Darwin's processes and procedures.
- To be proactive in problem solving and maintain a high standard of ethics in all matters.

Team support (people and capability)

- Work professionally, cooperatively and respectfully with other team members to accomplish joint tasks and build positive working relationships.
- Be flexible and adaptable to working in various work locations throughout the municipality as needed to perform the role effectively.
- Undertake any other duties within the skill and scope of the position or your skill set, as directed.
- Actively participate and contribute to team meetings and other relevant forums, events or organisational meetings as required.
- Proactively engage in performance management processes (ie. probation reviews and annual performance appraisals) as required.

Workplace health and safety

- Ensure your personal health and safety and that of others in the workplace, and report all accidents, incidents and hazards immediately via WHS systems.
- Comply with all CoD Workplace Health and Safety (WHS) policies, procedures, guidance and other-directed requirements.
- Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety purposes.
- Report all accidents, incidents, near misses and hazards immediately.

Position prerequisites

- Certificate III in Local Government / Business Administration / Customer Engagement or equivalent qualification and/or experience.
- Minimum of 2 years' experience in a customer service environment.
- National Police Records Check.
- Drivers Licence C Class.

APPROVED BY: 
Signed by:
5235137BD2440EBB

Date: 20/08/2024

Acting Executive Manager Corporate Services



Employee Acknowledgement

I, _____ have read and understood the requirements of the role; responsibilities and accountabilities as outlined within this Position Description. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: _____ Date _____

