

Position Description

POSITION TITLE:	Customer Service Officer
POSITION NO:	2045
DIRECTORATE:	Customer and Corporate Services
DEPARTMENT:	Customer Engagement
SECTION:	Customer Service and Civic Facilities
CLASSIFICATION:	Band 4
LOCATION:	Municipal offices
DATE:	December 2025

ORGANISATIONAL RELATIONSHIPS

Reports to: Team Leader Customer Service

Supervises: Nil

Internal Liaisons: All Council employees.

External Liaisons: Council customers and visitors (in person, phone, email, online), contractors, suppliers, government departments, other local government authorities, Councillors and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

To ensure all customer service requests are responded to and services provided, in an effective and timely manner.

To be the first point of contact for Maribyrnong City Council in delivering high quality information and customer service to the community, providing first contact resolution where possible.

To contribute to the overall customer service culture and standards for the organisation, by working with teams and individuals.

DUTIES AND RESPONSIBILITIES

Customer Service Culture:

- Support and promote the Customer Service Charter and Putting Customers First strategy for the organisation.
- Assist in promoting Council as a customer focused organisation by actively demonstrating a culture of excellence and innovative customer service.

- Adhere to Service Level Agreements with other departments/teams.

Customer Service Operations:

- Provide and support a first point resolution service model through varied contact methods on behalf of Council and various departments.
- Deliver customer focused, accurate and timely information/resolutions in easy to understand terms via telephone, face to face and online enquiries.
- Respond to requests (in person, calls, email and online) in an efficient, timely and courteous manner, resolving requests at first point of contact whenever possible.
- Where first point of contact is not possible, assist the community to access Council information and services and provide innovative and exceptional customer service with an aim to exceed customer expectations.
- Resolve customer service requests in Council's Customer Service Request System in accordance to the Customer Service Charter Standards.
- Provide timely and accurate information on services, community facilities and external service providers to customers - both external and internal.
- Monitor existing systems, databases and procedures to provide correct and up to date information on customer requests, enquiries and responses.
- Identify information to be updated/corrections to Council's website, intranet and systems in accordance with policy and in a timely manner, under guidance of Team Leader Customer Service.
- Maintain an accurate general knowledge of Council's operations within groups and service areas. Ensure that emergency requests are brought to the attention of the appropriate section or person.
- Maintain Council's Customer Service foyer area and meeting rooms in a professional manner to the community, including displayed information.
- Give and receive Council application forms, issue transitional residential parking permits, update and enter animal registration applications, and undertake other duties as required.
- Sign for parcels and documents via courier and direct to the relevant department.
- Provide cashiering functions of receipting payments, reconciliations, banking and adherence to cash handling policies and procedures at all times.
- Provide support to other council staff for phone system functions and processes.
- Maintain confidentiality on appropriate matters and adhere to Council's policies in respect to the giving and receiving of information.
- Play a customer service/community information role during municipal emergency responses. Attend after hours events as required, including team meetings.
- All staff within the team are required to rotate between various duties on a rostered basis. Other site specific duties as determined by the Team Leader or Customer Service Coordinator.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve their own safety and the safety of those around them while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.

- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for the effective and efficient performance of key responsibilities listed above, maintaining and improving standards of work within the scope of the role.
- Assist to maintain compliance with OH&S requirements and Council's policies and procedures in undertaking allocated projects.
- Commitment to the provision of accurate and efficient quality customer service to internal and external stakeholders.
- Provide assistance and training to employees on position relevant procedures, systems and equipment.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with Council policy and procedures.

JUDGEMENT AND DECISION MAKING

- Adhere to relevant policies, procedures and guidelines determined for the operation of Council's services and facilities with advice and guidance always available, if required, from supervisor or other Council employees.
- Ability to make decisions concerning routine and defined administration functions without recourse to supervisor.
- Exercise good judgement and discretion regarding confidential issues.
- Show initiative and a proactive approach to improvement of processes related to the role as needed.

SPECIALIST SKILLS AND KNOWLEDGE

- An understanding of Council's policies, regulations and procedures associated with the position and other Council services, as required.
- A basic understanding of relevant Acts/Regulations as they apply to the role.
- An understanding of the relevant technology, procedures, processes and systems related to the role.
- Ability to research, collect, analyse and interpret information to perform role or assist supervisor on the drafting of reports and other documentation.
- Basic knowledge and experience in quality assurance as it applies for the position.

MANAGEMENT SKILLS

- Ability to effectively plan, organise and manage own time within a complex and diverse range of projects and priorities to achieve targets within a set timetable.
- Ability to exercise initiative and work both independently and within a team environment.
- Understanding of and ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when performing supervisory tasks.
- Ability to establish a rapport with employees and foster a customer focussed team.

INTERPERSONAL SKILLS

- Ability to establish rapport with all levels of the organisation and with external stakeholders.
- Well-developed written communication skills to prepare correspondence, assist with reports, and presentations with ability to review material for accuracy and provide attention to detail and quality.

QUALIFICATIONS AND EXPERIENCE

- Experience in the provision of high-level Customer Service, including high volume face to face, electronic, and telephony customer service.
- Demonstrated understanding of and sensitivity to the needs of a diverse community and the ability to ensure effective and quality customer service.
- Previous experience working in an administrative environment with strong customer relations and a teamwork focus.

Mandatory:

- Required to have and maintain, at all times where required for the performance of your duties or otherwise by Council, a valid, unrestricted Working with Children Check.
- No relevant criminal record found in a Police Check.

KEY SELECTION CRITERIA

- Mandatory Experience as listed above.
- Sound knowledge and experience with the operational requirements of customer service centres, including high volume face to face, electronic, and telephony customer service.
- Experience in the provision of high-level Customer Service, including high volume face to face, electronic, and telephony customer service.
- Well-developed verbal and written skills (English), with fluency in other community language/s an advantage.
- Ability to work as a member of a team committed to providing efficient and quality customer service.
- Willingness to resolve any issue a customer brings to generate a favourable impression of Council.
- Well-developed computer skills, including experience with Microsoft word, excel, databases, email, and web sites.
- High level of discretion, diplomacy and confidentiality in dealing with customers

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: