



Murrindindi
Shire Council

Position Description

Team Leader
Customer Service -
Alexandra

Professionalism Integrity Accountability Empathy



Murrindindi 2030 Vision

We are sustainable, vibrant and resilient.

We focus on growing our business opportunities.

Our communities are safe and connected, enjoying a healthy and productive lifestyle within our wonderful natural environment.

POSITION TITLE

Team Leader - Customer Service (Alexandra)

JOB NUMBER

429

CLASSIFICATION

Murrindindi Council Enterprise Agreement
Band 5

GROUP

People & Corporate Performance

DEPARTMENT

Customer Experience

APPROVED BY

Manager Customer Experience

DATE

May 2023

Position Overview and Objective

The Team Leader - Customer Service (Alexandra) enhances Murrindindi Shire Council's public perception by providing courteous, friendly and efficient customer service at Reception and in the Customer Contact Centre in Alexandra.

This position will guide the work of the team in Alexandra to ensure the delivery of excellent customer service and furtherance of 'Customer First' principles, focusing on continual improvements and service efficiency.

While this position is primarily based in the Alexandra Office, the occupant of this position might be required to work across different Council locations from time to time.

Key Responsibilities

- Actively provide, promote and lead the delivery of great customer service at the Alexandra Office – both for internal and external customers
- Develop strong and positive relationships with both internal and external customers
- Provide a positive role model for a solution driven customer centric culture within the organisation
- Collaborate with internal stakeholders to improve the corporate knowledge of the customer service staff and facilitate ongoing process improvements

- Coordinate responses to counter and phone inquiries and use approved systems to ensure proper recording and auctioning of all customer data, requests, feedback and complaints
- Answer general enquiries and resolve service requests within the bounds of the position
- Identify concerns, issues and risks to the Coordinator Customer Service, including those relating to staffing, systems and processes
- Maintain the presentation of the general reception area to a professional standard
- Model best practices and coach others to understand and meet the requirements of the customer service policy and charter
- Coordinate on-the-job-training and induction for new customer service staff
- Assist with implementing the rollout of new systems relating to customer service as part of Council's ongoing Digital Transformation
- Coordinate additional administrative functions as directed.
- Assist with the maintenance of systems, guidelines and business rules around reception procedures
- Operate and manage the CX Cloud telephone system, including the recorded voice announcements, basic system programming and reporting requirements
- Manage customer surveys and the creation of customer service reporting
- Process cash and electronic payments through Council's receipting system to balance daily in accordance with office banking procedure.
- Operate the Vic Roads data processing equipment and carry out reporting requirements
- Help monitor Council's social media and create CRMs to assist the customer in consultation with Communications Unit
- Coordinate staff rosters across Alexandra customer service functions to ensure efficient staff coverage, including planning for times where workflows may increase due to key Council activities
- Administer and facilitate action of all electronic correspondence with the customer service team via web portal and email
- Monitoring Microsoft Teams channels and responding when needed to ensure timely access to information and resolution of issues as they arise
- Maintain call centre scripts and liaise with other Council departments to ensure regular review
- Collaborate with the Team Leader group on continual improvement projects

Organisational Relationship

Reports to:	Coordinator Customer Service
Supervises:	Alexandra-based Customer Service Officers and casual
Internal Relationships:	Manager Customer Experience Customer Service Team Administrative employees All Council employees and Councillors
External Relationships:	All customers, including ratepayers and residents, as well as all visitors VicRoads

Key Selection Criteria

- Demonstrated customer service skills and understanding of best practice customer service principles and proven experience in high-volume customer service delivery.
- Experience and track record in the successful supervision, training and coaching of staff
- Highly developed oral communication and interpersonal skills and the ability to deal in a friendly and effective manner with a wide range of people
- A proactive approach and commitment to work as part of an effective and high performing team.
- Ability to assess and improve processes and systems relating to customer service delivery; with demonstrated continuous improvement and service efficiency outcomes
- Proven ability to think and act quickly in a professional manner, including while under pressure and when dealing with challenging customers
- Proficient computer-user with demonstrated experience in utilising platforms such as Microsoft Office software, websites and social media
- Proven experience in digital channel management and triaging customer requests from multiple streams and methods of communication.

Essential Position Requirements

The following section outlines requirements specific to this job.

Enterprise Agreement Ordinary Hours and Days Clause 16.2	Libraries / Service Centre - standard engagement 38 hours
Drivers Licence / Ability to travel	Not required to perform this role
Physical Requirements	Physical requirement associated with an office based role
Psychological Requirements	<p>All roles at Council have a public accountability and at times will be required to meet specified deadlines, general workload and completion demands and deal with some change that may be beyond the individual's personal control.</p> <p>In addition, this role has exposure to dealing with difficult situations which may include high conflict situations, supporting those experiencing disadvantage or distress, exposure to aggressive or vulnerable persons, providing support or assistance to people impacted by natural disasters</p>
Checks	<p>Police / Criminal Record Check</p> <p>Yes – on commencement and during employment by self-disclosure obligation or at the direction of Council due to requirements of the position.</p> <p>Evidence of rights to work in Australia</p> <p>Required</p> <p>Working with Children Check</p> <p>Required to perform role due to direct work with children</p> <p>COVID Vaccination</p> <p>In accordance with Council policy</p>
Matters relevant to the above checks	Deals directly with members of the public
Work location conditions	Onsite – role is required to be performed on site (due to business needs and/or customer contact requirements)
Outside ordinary hours of work	Ad hoc requirement for outside business hour or after hour work in accordance with business needs
Qualifications / Registrations / Licences / Memberships	As per key selection criteria

Band 5

<p>Accountability and extent of authority</p>	<ul style="list-style-type: none"> • Provide advice to or regulate clients and give support to more senior employees. • If appropriate, supervise resources, other employees or groups of employees and achieve clear objectives and/or budgets, frequent prior consultation with more senior employees and regular reporting to ensure plans are met. • Where providing specialist advice to clients or to regulate clients, undertake role with close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.
<p>Judgment and decision making</p>	<ul style="list-style-type: none"> • Work to well defined objectives by selecting from a range of alternative methods, technology, processes or equipment. • Solve problem using procedures and guidelines and apply professional or technical knowledge, or knowledge acquired through relevant experience. • Occasionally resolve problems of a complex or technical nature with solutions not related to previously encountered situations Apply creativity and originality where required. • Guidance and advice would usually be available within the time required to make a choice.
<p>Specialist knowledge and skills</p>	<ul style="list-style-type: none"> • When supervising others, have a thorough understanding of the relevant technology, procedures and processes used within the operating unit. • When interpreting regulations (as a specialists or employee) have an understanding of the underlying principles involved as distinct from the practices. • Understand the role and function of the senior employees to whom support is provided, an understanding of the long term goals of the work unit and an appreciation of the goals of the wider organisation. • Understand the function of the position within its organisational context, including relevant policies, regulations and precedents.
<p>Management skills</p>	<ul style="list-style-type: none"> • Manage time, set priorities and plan and organise own work and that of supervised employees to achieve set and specific objectives. • Set objectives in the most efficient way possible within the resources available and within a set timetable. • Understand and implement basic human resource policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
<p>Inter-personal skills</p>	<ul style="list-style-type: none"> • Gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of other employees where appropriate. • Write reports in field of expertise and/or to prepare external correspondence.
<p>Qualifications and experience</p>	<ul style="list-style-type: none"> • Degree or diploma course with little or no relevant work experience • May also have less formal qualifications with relevant work skills • Or may have relevant experience and work skills commensurate with the requirements of the work in this Band.

Murrindindi Shire Council acknowledges that Murrindindi Shire exists on Taungurung and Wurundjeri Woi-wurrung Country. We hereby express our respect for the Taungurung people and the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land that encompasses Murrindindi Shire.

Organisational Responsibilities

Code of Conduct - comply with and foster an environment where every employee can consistently meet the standards of behaviour that are outlined in the Code of Conduct. Report and address matters or concerns in a timely and appropriate manner.

Values – demonstrate and model Council's values in all aspects of your role. These values are Professionalism, Integrity, Accountability and Empathy.

Customer Service – deliver excellent service at all levels including internal and external service delivery. Engage with customers and meet community expectations in ways that foster a positive experience and deliver services using simplified but effective processes.

Diversity, Equity and Inclusion – create a psychologically safe culture where everyone feels respected, heard, included and free to speak up.

Safeguarding children, young people and vulnerable community members – promote safeguarding actions, model expected behaviours, speak up and act, and foster communities that are safe and free from violence.

Workplace Health, Safety and Wellbeing – model and set expectations to ensure safe work practice and methods for all. Follow OHS policies and procedures, immediately report and take appropriate action regarding all hazards and incidents. Work in a manner that is safe for you or all others. Use personal protective equipment clothing or equipment (PPE), reduce risks and only perform safe tasks for which you are capable, competent, appropriately trained and where applicable licenced.

Environment & Sustainability – Champion sustainability and make associated behaviour changes that foster environmental protection and sustainability in all that Council does. Create positive impacts on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.



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