

► POSITION DESCRIPTION

POSITION TITLE:	Customer Experience Team Leader - Daylesford
DEPARTMENT:	Community & Corporate Services
UNIT:	Community and Economic Development
TENURE:	Fixed-Term Full Time (38 Hours per week, 12 months)
CLASSIFICATION:	Band 5
LOCATION:	Daylesford, and various other locations within the municipality
DATE APPROVED:	January 2019

Hepburn Shire Council Organisational Values

Accountability

- We will be responsible for our choices
- We will acknowledge and learn from our mistakes

Respect

- We will accept people's differences
- We will look for the best in people and value their contribution
- We will treat people with respect and dignity

Excellence

- We will perform to the best of our ability
- We will commit to learning and growing
- We will strive to achieve the organisation's long term vision

Trust

- We will encourage creativity and innovation
- We will value everyone's contribution
- We will lead by example
- We will act honestly

Fun

- We will acknowledge and celebrate our successes
- We believe in getting involved
- We will promote a healthy sense of humour

POSITION OBJECTIVES

This position oversees management and operations of the Daylesford Customer Experience Centre to ensure an accessible, vibrant centre which responds to the needs and aspirations of the local community.

Together with other Hepburn Shire Council staff, this position provides services and information to the general public and is responsible for ensuring the smooth running of the Daylesford Customer Service Centre, including but not limited to:

- Implementing customer service excellence; continually improving the quality of service and operating systems of the Customer Experience Department and Council.
- Co-ordinating the day to day activities and operations of the Customer Experience team providing supervision, mentoring and support to staff, as well as demonstrating positive and supportive behaviours consistent with the Council's values towards all staff, contractors, and Councillors.
- Maintaining an excellent knowledge of Council operations, as well as effectively collaborating with staff across the organisation and assisting with the Council's public relations.
- Embracing innovation and technology in delivering the objectives for the Customer Experience team's service development and relocation in relation to the Rex Project.

KEY RESPONSIBILITY AND DUTIES

- Lead the Customer Experience team, ensuring team members respond as the first point of contact for all enquiries made at reception and carry out the role in accordance with Council Customer Service Standards.
- Create and cultivate a customer service culture that ensures the delivery of consistent and quality customer focused services where customers are dealt with promptly, politely, efficiently and effectively at all times through first point resolution.
- Effectively utilise technology (RecordsManager, TechOne, Exponare, FAQS, Closing The Loop Requests, Tip Voucher System etc) to improve customer experiences.
- Manage and maintain systems that will support prompt and provide a responsive service to customers.
- Develop and review Frequently Asked Questions FAQs with work instructions, Standard Operating Procedures and other information that guides customer service processes. Maintain up to date procedures and ensure a consistent level of service is provided for all Hepburn Shire Council customers.
- Manage the Customer Service FAQs database to ensure information is up-to-date, relevant and accessible for all staff. Ensure daily use of this system is embedded into Customer Experience team.
- Collaborate with other Council teams and departments to identify opportunities to improve processes, information. Including regular shifts with the Hepburn Libraries Service and other Council Hubs.
- Regularly monitor measure and report on customer service statistics. Liaise with other departments to ensure their data is provided to the Coordinator Customer Experience. Utilise this data to shape future strategy and processes.
- Ensure that customers can access required information, including displays of draft Council documents, Planning information and forms via self-service and through the assistance of a Customer Service Officer (CSO) on demand.

► POSITION DESCRIPTION

- Promote a professional and positive welcoming image; including personal and team presentation and telephone scripts are used consistently.
- Ensure a high level of customer service is maintained and assistance is provided to staff in order to ensure a professional delivery of all services.
- Ensure the flags on Daylesford Town Hall are displayed correctly and in accordance with all Department Of Premiere and Cabinet – Victoria guidelines.

Staff Supervision

- Supervise staff in day to day operations and manage task rotations within the team.
- Manage staff rosters and staff leave.
- Support staff in their continued development and learning, particularly on-the-job training, training in accordance with Standard Operating Procedures, and facilitating rotations in Departments and other sites to build knowledge and skills.
- Conduct annual and mid-year PEP talks with direct reports.
- Facilitate monthly Customer Service Officer meetings and co-ordinate the rotation of Chair and minute taker.
- Co-ordinate an annual calendar of peak service periods to ensure staff resources match customer expectations.
- Monitor the Customer Service Team budget and ensure procurement is in line with the position delegation, policy and prescribed procedures. Facilitate purchase of office supplies.

Vicroads Agency

- Ensure the smooth administration of all Vicroads services, including Learners Permits, Number Plate Returns and Work Diaries as the registered Vicroads Agent.
- Complete the Vicroads monthly returns processes.

Facility Support and Administration

- Support bookings of the Daylesford Town Hall, Daylesford Senior Citizens Rooms and Victoria Park facility in accordance with the Standard Operating Procedure.
- Gather feedback from the Customer Service Officer – Daylesford Town Hall on post-hire venue inspections and return of keys so that bond refunds can be assessed and processed.
- When required, submit maintenance requests for repairs, following Council's internal procedures.
- Ensure safety and security systems procedures are in place and communicated to all users.

Cash Handling and Supervision

- Ensure that cash security is maintained in respect to revenue collected in accordance with prescribed procedures and statutory requirements.

► POSITION DESCRIPTION

- Ensure cash receipt summaries are prepared prior to banking for record and data input purposes.
- Ensure banking reconciliations are performed accurately and in a timely manner.
- Ensure that opening and closing procedures are correctly implemented at the beginning and end of the day.

Occupational Health & Safety

- Follow safe work practices, procedures, instructions and rules at all times.
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety.
- Ensure compliance with the provisions of the Occupational Health and Safety (OHS) Act and Regulations at all times.
- Ensure appropriate actions are taken to implement the OHS policies, OHS procedures and legislative requirements within area of responsibility.
- Monitor OHS performance within area of responsibility.
- Demonstrate commitment to OHS through participation in formal and informal discussions, workplace visits and hazard inspections, etc.
- Investigate all accidents/incidents and prepare reports, within area of responsibility.
- Review OHS related documents as required.
- Ensure consultation with employee health and safety representatives, particularly on any workplace changes which have an OHS component.
- Initiate actions to improve OHS.
- Regularly review the OHS performance of Supervisors.
- Facilitate rehabilitation of injured workers in conjunction with the People and Culture team.
- Ensure all employees are inducted in Risk and OH&S and receive regular training as required.

Risk Management

- Ensure Council's Risk Management policy, program and the application of sound risk management practices within the workplace and community are observed and complied with at all times.
- Minimize damage or loss of property in your control and report any damage, loss or exposures observed.

Emergency Management

- Assist with response/recovery arrangements in accordance with Council's Municipal Recovery Plan.

► POSITION DESCRIPTION

Other Duties

- Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIP

Reports to:	Coordinator Customer Experience
Supervises:	3 x Customer Service Officers (2.4 FTE) Casual staff (when required)
Internal liaisons:	Chief Executive Officer Executive Team Directors Leadership Team Managers Co-ordinators and Supervisors Hub Team Leaders Senior Records Officer Council staff Contract Cleaners
External liaisons:	General public and customers Visitors to the Shire Venue Hirers Vicroads Developers New Residents Service suppliers Other municipalities

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the operational supervision and coordination of staff and ensuring team members follow appropriate work place practices.
- Operate within the requirements of Council policies and procedures, relevant legislation and specified work programs.
- Accountable to the Coordinator Customer Experience for the care of assets, systems and technology being managed.

► POSITION DESCRIPTION

- Responsible for performing duties and providing accurate advice within the requirements of the position.
- Responsible for operating within the requirements of all Council policies and procedures, relevant legislation and specified work programs.
- Responsible for the promotion of teamwork through co-operation, communication and sharing of relevant information.
- Accountable for team budgets and objectives.
- Responsible for cash takings and daily financial reconciliation processes at the Daylesford Customer Service Centre.
- Provision of timely and accurate statistical data.
- Responsible for maintaining effective communications with staff at the Clunes Warehouse, the Creswick Hub and Daylesford Library.

JUDGEMENT AND DECISION MAKING

- Authorised to make decisions on all matters that are the responsibility of the position, subject to the decisions being within delegated authority, procurement limits, legislative requirements, established policy and/or recognised standards.
- Make informed recommendations to the Coordinator Customer Experience on relevant issues and strategies.
- Act as a representative for the Hepburn Shire Council and refer all specific inquiries to appropriate personnel.
- Ability to identify and solve problems as they arise using experience and organisational guidelines.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated experience and commitment to providing excellence in customer service.
- Excellent verbal communication skills and the ability to liaise effectively with all levels of staff and all types of customers.
- Well developed written communication skills with the ability to write reports and prepare external correspondence.
- Proficient computer skills in Microsoft Office software package, internet and intranet, information systems, telephone systems and customer request management systems.
- Knowledge of and familiarity with financial and records management systems and procedures.
- Strong approach to continuous improvement and the ability to periodically review the effectiveness of current procedures, processes and operations.
- A strong understanding of OH&S, Equal Opportunity and other legislation relating to the workplace.

MANAGEMENT SKILLS

- Effective time management and prioritisation skills to meet set deadlines and to plan and organise own work load, and the work load of others, to meet the goals, objectives and outcomes of the position.
- Demonstrated ability and experience in supervising staff.

► POSITION DESCRIPTION

- Demonstrated ability to apply personnel practices such as Equal Opportunity, OH&S and training and development with the ability to provide on-the-job training and guidance.
- Ability to monitor the team budget and ensure expenditure is responsible and appropriate.
- Ability to work within appropriate time limits and provide quality work.

INTERPERSONAL SKILLS

- Excellent communication, interpersonal and customer relations skills with the ability to gain co-operation and assistance from members of the public and staff.
- Highly developed problem solving skills and initiative.
- Ability to work cooperatively and relate professionally and enthusiastically to a diverse range of people, both external and internally.
- Act professionally, with integrity, honesty and confidentially.
- Present a professional image to all customers and staff.
- Ability to work flexibly in a professional team environment.
- Ability to work as part of a small team with minimum supervision.
- Ability to uphold and demonstrate Hepburn Shire Council's Organisational Values of Accountability, Respect, Trust, Excellence & Fun.

QUALIFICATIONS AND EXPERIENCE

- Relevant post secondary qualifications with some experience, or experience and work skills acquired through working in a similar customer focused service delivery environment.
- Current Victorian Driver's License.
- Demonstrated experience in supervising staff and supporting their training and development.
- Highly developed computer and administration skills, with experience in customer request management systems, telephone systems and databases.

Adherence to all Hepburn Shire Council's policies and procedures including but not limited to:

- Code of Conduct
- Acceptance of Gifts and Hospitality
- Information and Privacy
- Respectful Behaviours (Equal Opportunity)
- Counselling and Discipline
- Protected disclosures

► POSITION DESCRIPTION

VARIATION TO CONDITIONS OF EMPLOYMENT

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms and Conditions of Employment.

KEY SELECTION CRITERIA

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description.

- Demonstrated experience in supervising staff and supporting their training and development.
- Demonstrated ability to work under pressure during peak service periods.
- Strong approach to continuous improvement and flexibility within a changing work environment, with the ability to regularly review the effectiveness of current procedures, processes and operations.
- Excellent communication, interpersonal and problem solving skills and demonstrated commitment to excellence in customer service.
- Ability to demonstrate and display the Hepburn Shire Council Values - Accountability, Respect, Excellence, Trust and Fun.

<ul style="list-style-type: none"> • The following signatures are required to indicate understanding, agreement and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in consultation with the employee. 	
<ul style="list-style-type: none"> • <u>AUTHORISATIONS</u> 	
<ul style="list-style-type: none"> • CEO _____ • Signed _____ Date ___/___/___ 	<ul style="list-style-type: none"> • GM _____ • Signed _____ Date ___/___/___
<ul style="list-style-type: none"> • Manager People and Culture • Signed _____ Date ___/___/___ 	<ul style="list-style-type: none"> • Employee Name _____ • Signed _____ Date ___/___/___

► POSITION DESCRIPTION

CONDITIONS OF EMPLOYMENT:

Employment conditions for all employees are in accordance with the relevant award, employment contract or industrial agreement. Currently the awards pertaining to Hepburn Shire Council employees are:

- Hepburn Shire Council Enterprise Agreement (#8) 2017 (Agreement ID AG2017/1883)
- National Training Wage Award 2000

Arrangements specific to your employment and work place will be explained to you during the recruitment process. For further details, copies of Awards and Agreements can be downloaded from Fair Work Australia www.fwa.gov.au.

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

APPLICATION PROCESS

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination and police check (where appropriate).

Appointment to positions within Hepburn Shire Council is on the basis of merit.

KEY SELECTION CRITERIA

The Position Description should be read very carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job.

Unless specified it is mandatory to address the key selection criteria.

We recommend that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

MORE INFORMATION

The Contact Officer's name is stated on the Job Advertisement. If you have any queries please contact this person, so your questions can be addressed promptly. Speaking to the contact person may assist you in your decision on whether to apply for the position.

CANVASSING OF COUNCILLORS AND COUNCIL OFFICERS:

Canvassing of Councillors and Council Officers, either indirectly or directly that may influence the outcomes of this application may be deemed a disqualification.

WHERE TO SEND APPLICATIONS:

Applications can be sent to employmentapplications@hepburn.vic.gov.au or uploaded through SEEK where a role has been advertised.

Applications will be kept strictly confidential and should be addressed to -

Hepburn Shire Council –
Attention CEO Mr Evan King
Customer Service Team Leader
P.O. Box 21
Daylesford VIC 3460