

POSITION TITLE	Customer Service Officer	
GROUP / DEPARTMENT	Corporate Services / Customer Experience	
REPORTING TO	Coordinator Customer Support	
DIRECT REPORTS	Nil	
EMPLOYMENT BASIS	Permanent Full Time Local Government State Award	
BAND/LEVEL	Band 1 Level 3	
GRADE	Grade 3	
APPROVED BY	CEO	Date:
EMPLOYEE	Name:	Date:
	Signature:	Date:
POSITION PURPOSE		
The Customer Service Officer provides quality customer service and library assistance to the Edward River community consistent with Council's values, policies and systems.		
LINKS (INTERNAL)	LINKS (EXTERNAL)	
<ul style="list-style-type: none"> • Leadership team • Customer Experience team • Other officers requiring support from Customer Support 	<ul style="list-style-type: none"> • Ratepayers • General public • Councillors 	
KEY DUTIES AND RESPONSIBILITIES		
<ul style="list-style-type: none"> • Respond to customer enquiries, in person and via technology. • Update and manage requests and information flow within the Council's customer request management (CRM) system. • Process payments for a variety of Council activities, including receipting and end of day reconciliations. • Process bookings for a variety of Council activities and facilities and maintain records. • Assist with data input for various financial modules as required. • Ensure customer service areas maintain a high standard of professional presentation. • Maintain high levels of communication with all other departments in Council, supporting a consistent, efficient and professional service. • Provide general administrative and clerical assistance to support the functions of the Corporate portfolio. • Store and maintain corporate records in Council's electronic document and records management system in accordance with relevant policies, procedures and the State Records Act. • Demonstrate and adhere to the principles of conduct and standards of behaviour as defined within the Code of Conduct. • Assist library users with general library enquiries and computer enquiries etc. • Provide short term relief to other customer services officers as requested. 		

- Assist at the information desk with book issue, returns and reservations.
- Shelf resources in correct alphabetical and Dewey order.
- Undertake Library opening and closing procedures.
- Other duties and responsibilities as directed within skills and abilities of the individual.

SELECTION CRITERIA

Essential

- Contemporary experience in customer service, including cash handling and till reconciliations.
- Well-developed interpersonal skills, problem solving and conflict resolution skills.
- Demonstrated ability to maintain high level of accuracy whilst working to deadlines.
- Demonstrated ability to maintain confidentiality and discretion.
- Demonstrated ability to carry out duties and responsibilities with minimal supervision.
- Demonstrated ability to undertake duties in a manner consistent with a culture of customer service excellence and Council's values – Leadership, Excellence, Accountability and Delivery.

Desirable

- Experience in use of an enterprise computer system for customer relationship management.
- Knowledge of Technology One software.
- Working knowledge of library information desk activities, including process book issues, returns and reservations.
- Demonstrated ability to shelve resources in correct alphabetical and Dewey order.

COUNCIL RESPONSIBILITIES

Council Values

Edward River Council has adopted a set of values which were developed through a consultative process involving staff across the whole organisation.

All Council employees are expected to demonstrate our corporate values when undertaking their roles and making decisions that impact our customers and community:

- **Leadership** – We seek to provide strong leadership for our community and customers. We lead with empathy and integrity.
- **Excellence** – We strive for excellence and continuous improvement: in who we are, in how we work, and in how we deliver results for our community.
- **Accountability** – We are open, honest and transparent in how we do business, the decisions we make and the actions we take.
- **Delivery** – we are committed to delivering results to our community and outstanding service to our customers.

Work Health & Safety

All Edward River Council employees have a responsibility to behave in a manner which ensures that their actions or omissions do not adversely affect the environment or health & safety and wellbeing of Council employees, contractors or members of the public. Council employees must:

- Comply with Council's Work Health & Safety policies, procedures and programs;
- Participate in any training and safety initiatives implemented by the Council;
- Comply with all safety directives and work instructions; and
- Must immediately report any incident or potential hazard to their supervisor.

EEO & Diversity

Council is committed to a workplace that is fair and inclusive and to building a workforce which embraces these principles and reflects the diversity of the Edward River community.