

Position Description

Customer Experience Coordinator

Alpine Shire Council's Values - ICARE

Innovation | Collaboration | Accountability | Respect | Empowerment

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community.

Child Safety Commitment at Alpine Shire Council

Alpine Shire Council is committed to being a child safe organisation. Every child and young person has the right to feel safe. All our employees have a shared responsibility to protect children and young people from harm and abuse. Alpine Shire Council has established policies, procedures and training to achieve these commitments.

Diversity & Inclusivity at Alpine Shire Council

Alpine Shire Council is an Equal Opportunity employer. We value people of all abilities, people from culturally and/or linguistically diverse backgrounds and First Nations peoples. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

POSITION OVERVIEW

The Alpine Shire Council is passionate about delivering outstanding customer experiences to its residents, businesses and visitors.

The Customer Experience Coordinator is responsible for leading and continually improving the service offered by our customer service team and imbedding a customer focus across the organisation.

The customer service team is the 'front door' to the organisation and plays a critical role in ensuring that every customer has a great experience in their dealings with the Council.

You will:

- Lead the customer service team and foster a customer-centric culture based on technical innovation, continuous improvement and collaboration across the organisation and community.
- Identify and deliver on training and coaching opportunities for the customer service team.
- Champion and administer Council's Customer Request Management System (CRMS) and business phone system with a focus on continuous improvement.
- Provide support and training across the organisation on Council's CRMS.
- Implement changes and updates to Council's CRMS, ensuring thorough testing, deployment, and documentation.
- Develop and maintain vendor relationships ensuring that vendor support processes are maintained in line with contractual requirements.
- Develop and maintain reference documentation for system configuration, management, and operations, keeping it up-to-date and accessible.
- Undertake ongoing professional development and training to stay current with required skills and capabilities.
- Identify and implement improvements to customer service processes and tools across the organisation by mapping customer journeys and working to remove pinch points.
- Champion customer experience excellence and identify opportunities to share best practises across the organisation.
- Champion Council's Customer Charter and identify ways to improve efficiencies in response times and customer communication.
- Oversee day-to-day team functioning, including rostering and task allocation.

- Deliver customer service as an active member of the rostering schedule.

You are passionate about customer service, are experienced in supervising, training and coaching teams, and are able to deliver consistently high standards while supporting an enjoyable work environment.

CLASSIFICATION AND RELATIONSHIPS

Classification:	Band 6
Award:	Alpine Shire Council Enterprise Agreement
Reports to:	Manager Customer Experience
Supervises:	Customer Service Officers

KEY DUTIES AND RESPONSIBILITIES

As the Customer Experience Coordinator you are responsible for leading a team to deliver excellent customer service to all external and internal customers. You are also responsible for the provision of accurate and efficient secretarial, clerical, cashier, reception, records, administration and backfilling support.

Accountability and Extent of Authority

Leadership

- Lead a team of customer service professionals to deliver outstanding customer experiences in accordance with Council's Customer Charter.
- Lead and champion customer experience excellence across the organisation and manage Customer Request Management System to deliver superior customer service.
- Oversee the performance, development and training of customer service staff including induction of new staff, annual professional development assessment and planning and coordination of in-house and external training programs and initiatives.
- Oversee the development, improvement and maintenance of customer service processes and procedures, ensuring they are regularly maintained and accurate.
- Oversee the development and maintenance of key tools and processes in conjunction with other key Council staff, such as customer enquiry workflows, the companion animals register, records management, and waste management workflows.
- Oversee the implementation of Council's Complaint Management Policy.
- Oversee the training and induction of new team members into the customer service team.

- Carry out the training of staff members across the organisation on Council's Customer Request Management System.

Manage Tasks & Rostering

- Oversee the day-to-day functionality of the customer service team.
- Continually review the way that tasks are allocated across team members to ensure timely and accurate fulfilment.
- Manage team rosters and staffing levels to ensure good service continuity.
- Seek opportunities for the team to assist other teams during down times.

Identify Process and System Improvements

- Administer and be the subject matter expert for Council's Customer Request Management system, including staff training, troubleshooting and ongoing system improvement.
- Undertake regular reporting of data from key Council systems, including CRM, asset management, planning and building for presentation to ALT.
- Maintain a continual improvement approach with regard to streamlining systems and processes that result in an improved customer experience.
- Collect, analyse and report on data to identify trends, opportunities and strategies for customer experience improvements across the organisation.
- Identify and implement improvements to tools and processes to ensure that customer service can be delivered in a timely and accurate fashion.
- Oversee the ongoing building of documentation/knowledge base for Customer Service and administrative activities.
- Work with the ICT team to lead the ongoing improvement of Council's Customer Request Management System and other tools used by the customer service team.
- Work closely with the engagement and communications team to identify customer pain points or issues which may impact the organisation's reputation.
- Use existing and emerging digital platforms to provide greater flexibility for customers to engage and do business with Council.

Deliver Customer Service

Contribute to customer service delivery as a rostered team member, including:

- Respond to rate enquires and complete rates administration tasks.
- Complete records management functions including registering, archiving, retrievals.
- Respond to waste management enquiries and tasks.
- Process companion animal registration and renewals.
- Receive and log all queries in Council's Customer Request Management System.
- Manage Complaints by Customers and direct to appropriate team members.
- Provide a conduit to other areas of the Council as relevant to customer needs and prescribed in agreed workflow processes.

Deliver Training and Coaching

- Identify and deliver on training and coaching opportunities to improve the Customer Service team's ability to manage customer requests in an agile, timely and efficient manner.
- Work with Human Resources to identify customer service learning opportunities and learning pathways across the organisation.
- Work with Human Resources to assist in induction sessions for new staff, highlighting the importance of customer service excellence across the organisation.

Other Duties

- Manage and maintain the Customer Service budget, including ensuring fees and charges are accurate and maintained.
- Manage and administer Council's Facility Bookings system, liaising with community members to ensure their facility bookings experience is streamlined and professional.
- Provide a positive personal contribution to policy and decisions in relation to the position and public image of Council.
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers.
- Ensure compliance with business policies and procedures.
- Continually review and improve work methods associated with this role.
- From time to time the employee may be required to undertake duties in addition to those above, but which fall within the employee's capabilities, experience, skills, competence or training.
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Employee Code of Conduct and Corporate Policies.

Judgement and Decision Making

- Solve problems using innovative and effective techniques.
- Organise and prioritise daily and weekly tasks for yourself and your team.
- Exercise timely and rational judgement in relation to responsibilities.
- Determine appropriate action in relation to service enquiries, selecting from a range of alternative courses of actions, or referring to an appropriate Council Officer or community agency.
- Manager guidance is available.

Management Skills

- Lead and manage performance of a team to meet agreed outcomes.
- Manage a diverse workload and set priorities for yourself and your team.
- Deliver outcomes within a budget.

- Work effectively and lead the Customer Service team with minimal supervision.
- Oversee team compliance to key policies and procedures.

Interpersonal Skills

- Demonstrate highly developed written and verbal communication skills.
- Demonstrate highly developed inter-personal skills to assist in managing customer issues and complaints in person, via phone and via email.
- Facilitate meetings to discuss and resolve conflicts and problems internally.
- Role model and champion excellent customer service skills across the organisation.
- Adapt within a fluid work environment.
- Display a punctual, reliable and positive approach to work.

EXPERTISE

Qualifications and Experience

Essential

- Valid Victorian Working with Children Check
 - Exempt from this requirement if a Victorian Institute of Teaching (VIT) registered teacher, Victoria Police officer or Australian Federal Police (AFP) officer.
- Valid driver's license.
- Demonstrated very high level of customer service skills.
- Demonstrated very high level of communication skills, verbal and written.

Desirable

- Post-secondary qualification or relevant experience and work skills in the area of Administration and Customer Service.
- Demonstrated ability to work with others to continually improve service outcomes.
- Demonstrated ability to lead a high performing and diverse team.
- Demonstrated ability in problem solving, decision making and researching.
- Experience in the areas of key responsibility.
- Experience in Local Government.

Specialist Knowledge and Skills

- Understanding of the role including relevant procedures.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.
- Highly-developed written and verbal communication skills.
- Well-developed computer skills, in particular MS Office.
- Ability to rapidly learn and use relevant technology applications.

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Utilise all appropriate Personal Protective Equipment, where required.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return to work plan for any injured worker when returning to work.
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council.

PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts
- The work environment may include uneven surfaces and up and down stairs