

Position description



Position title:	Customer Relations Advisor
Group:	People and Performance
Reports to:	Customer and Communications Manager
Reports:	Direct: 0 Indirect: 0
Status:	Permanent Full-Time
On call roster	No
Salary grade:	8
Position code and WAP:	CRA / 341

Council overview

Rous County Council has three core functions; bulk water supply, weed biosecurity and flood mitigation. Council delivers these functions to the constituent councils of Ballina, Byron, Lismore and Richmond Valley.

Primary purpose of the position

To deliver a high standard of customer service internally and externally while promoting a positive and professional image of Council including undertaking a range of administrative and clerical support services.

Key accountabilities

Key accountabilities of this position include, but are not limited to, the following:

- Provide accurate and timely advice, information, and assistance to customers in all aspects of customer operations in response to identified customer and staff needs including a suite of FAQs for staff reference.
- Maintain a current working knowledge of Council's operations, processes, services, and programs in order to provide high quality and consistent service and information to customers.
- Inform and assist with the implementation and operation of a 'Customer Relationship Management' (CRM) system including monitoring and follow up of action progress with relevant stakeholders and maintaining a suite of documents that support CRM use and optimisation i.e., FAQs, SOPs and troubleshooting guides.
- Monitor CRM actions to ensure they are closed out within agreed timeframes, and where necessary, follow up with internal stakeholders regarding the same.
- Establish customer and business service standards that enable Council to meet customer and community expectations.
- Develop and report on Key Performance Indicators (KPIs) and actively drive continuous business process improvement to optimise efficiency.
- Ensure the neat and tidy appearance of the reception area, including that all brochures, documents, and information on display is current and all visitors follow the sign-in procedure on arrival and departure.
- Collect mail and prepare outgoing mail.
- Perform accurate and timely receipting and reconciliation tasks including cheques received via mail, credit card payments, downloading and processing of Auspost and BPAY payment files, end of day/month finalisation processes and preparing bank deposit documentation.
- Undertake other administrative and clerical support services as required.

Key challenges

- Professionally resolve enquiries and complaints from customers that present with uncooperative, disruptive or abusive behaviours whilst adhering to business compliance requirements and ensuring consistent application of policies, guidelines and procedures.
- Being the primary point of contact for the community, delivering quality service across telephone, digital and face to face channels to support customer requests within an operating environment that has immature business processes and lagging technology.
- Communicating effectively with a range of stakeholders in a challenging environment with conflicting priorities, whilst maintaining a professional, courteous and prompt manner that presents a positive image of Council.

Work Health and Safety responsibilities

- Ensure you are able to competently and safely perform any work you undertake.
- Ensure compliance with the WHS policy, WHS management system and all Council safe work practices and procedures.
- Take reasonable care for the health and safety of yourself and others who are at the place of work.
- Cooperate with Council or others so far as necessary to enable compliance with any requirements under WHS legislation.
- Report to your supervisor unsafe conditions, dangerous occurrences or injuries.
- Communicate and/or consult with other employees, supervisors, managers and the HS Committee.

Key relationships

	Who	Why
Internal	Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on assigned tasks and provide advice on relevant issues. • Identify, discuss and plan for emerging issues and negotiate outcomes. • Provide advice and support to resolving complex or competing issues with key stakeholders.
	Team members	<ul style="list-style-type: none"> • Participate in discussions regarding key aspects of customer service, including workload, assistance when required and sharing of relevant information.
	Internal stakeholders	<ul style="list-style-type: none"> • Develop and maintain working relationships to ensure communication is timely and effective.

	Who	Why
External	Key external stakeholders	<ul style="list-style-type: none"> • Ensure compliance with agreed customer service standards and regulatory requirements. • Identify problems with external documentation and website content and report to responsible officer for update/correction so the community is able to readily access current information.

Acceptance of the position

I agree to the requirements of the above Position description as at:

(Employee name)

(Signature)

(Date)

Selection criteria

- Certificate III in Customer Service or business-related discipline.
- Demonstrated experience in a customer service or administrative related role.
- Strong interpersonal skills and demonstrated ability to communicate effectively to meet the needs and expectations of internal and external customers.
- Demonstrated ability to manage competing priorities whilst maintaining a high level of customer service.
- Demonstrated experience working cooperatively as part of a team and independently with minimal supervision.
- Demonstrated computer literacy in the Microsoft suite of products (Outlook, Excel and Word).
- Knowledge and understanding of the role and responsibilities under the *WHS Act 2011*.

Licences/tickets:

- Driver Licence – Class C.

Essential credentials

Qualifications		Skill Step required
2542	Cert III in Customer Service or business-related discipline.	Entry
Licences / tickets		
1292	Driver Licence – Class C.	Entry
2125	Completion of Council's Employee Induction Training.	Entry
2609	Code of Conduct Online Training.	Entry
2258	NAV training.	Entry
1212	Completion of formalised customer service training.	SS1
1475	Completion of formalised intermediate Microsoft Excel training.	SS2
1485	Completion of formalised intermediate Microsoft Word training.	SS2
2019 2026	Completion of formalised training in conflict resolution/ dealing with difficult people.	SS2
1473	Completion of formalised advanced Microsoft Excel training.	SS3
Vaccinations		N/A

Skill Step progression plan

Entry Level	
1001	<ul style="list-style-type: none"> Must have 100% of entry level skills.
2218	Demonstrated experience in a customer service or administrative related role and knowledge of general finance processes.
2220	Strong interpersonal skills with a demonstrated ability to communicate effectively to meet the needs and expectations of customers and staff.
2219	Demonstrated ability to manage competing priorities whilst maintaining a high level of customer service.
2221	Demonstrated experience working cooperatively as part of a team and independently with minimal supervision.
1471	Demonstrated computer literacy in the Microsoft suite of products (Outlook, Excel and Word).
2222	Proven experience in accurate cash handling, receipting and balancing.
1220	Demonstrated data entry and numerical skills with a high degree of accuracy.
1764	Knowledge and understanding of the role and responsibilities under the <i>WHS Act 2011</i> .
Skill Step 1	
1001 1451	<ul style="list-style-type: none"> Must have 100% entry level plus a minimum of 80% of Skill Step 1 competencies to qualify for permanent progression to Skill Step 1.

1211	Demonstrated high level customer service skills.
2224	Proven ability to prepare outgoing mail, update register and reconcile daily transactions.
1154	Demonstrated ability to collect and process information in response to a request.
2226	Demonstrated ability to administer petty cash claims and associated reconciliation.
1834	Demonstrated ability to prioritise work tasks to meet expectations and deadlines.
Skill Step 2	
1001	<ul style="list-style-type: none"> • Must have 100% of entry level skills + • 100% of Skill Step 1+ • Required to meet 80% of Skill Step 2 competencies to qualify for permanent progression to Skill Step 2.
1002	
1452	
2223	Demonstrated ability to maintain up-to-date working knowledge of Council's processes, services and programs.
2225	Demonstrated ability to attend to the filing and archiving of financial records.
2116	Demonstrated ability to undertake word processing in a timely and accurate manner.
2265	Demonstrated ability to maintain standard operating procedures within work area.
1372	Demonstrated ability to identify and report workplace hazards.
Skill Step 3	
1001	<ul style="list-style-type: none"> • Must have 100% of entry level skills + • 100% of skills step 1+2 • Required to meet 80% of skill step 3 competencies to qualify for permanent progression to skill step 3.
1003	
1453	
2228	Demonstrated ability to identify opportunities for the enhancement of customer service.
2229	Demonstrated ability to assist with administrative tasks associated with data entry, issuing Council certificates, pension application checks and verification and distribution of Council invoices.
1771	Demonstrated ability to undertake risk assessments for own position.
2615	Demonstrated ability to maintain systems and processes within work/functional area.
1158	Demonstrated written and oral communication skills relevant to the position.

Skill Step 4	
1737	<ul style="list-style-type: none">To be determined in consultation with your supervisor, subject to approval by the General Manager.