



POSITION DESCRIPTION

Customer Service Officer

Incumbent:	VACANT
Department:	Customer Services
Reports to:	Human Resources Lead
Employment Status:	Full Time (fixed-term 12 months)
Award Classification:	Band 3
Prepared by:	Human Resources Lead
Approved by:	Chief Executive Officer

Position Summary

The Customer Service Officer is the first point of contact for customers and visitors and is responsible for assisting with all enquiries presented through various communication mediums.

This position provides professional, effective, and efficient administrative services to all internal and external customers of Ararat Rural City Council.

Key Responsibilities

- Provide professional, courteous and responsive customer service to internal and external customers, delivering accurate information regarding Council services, facilities, programs and relevant legislative requirements.
- Respond to customer enquiries, requests, complaints and feedback in a timely manner, promoting positive outcomes and effective complaint resolution in accordance with Council policies and procedures.
- Maintain a sound working knowledge of Council services, systems, processes and customer request procedures to ensure consistent and accurate information is provided.
- Receive, assess and appropriately refer complex enquiries to relevant departments or staff to facilitate efficient customer service outcomes.
- Utilise Council's business systems, communication platforms and customer request systems to accurately record, update and retrieve information.
- Provide administrative support across Council departments as required, including maintaining records, databases, departmental systems and customer information.
- Process customer payments and receipts in accordance with Council's financial procedures and maintain accurate transaction records.
- Collect, maintain and report statistical and operational data as required to support service delivery and business improvement activities.
- Maintain confidentiality and handle information in accordance with Council policies, procedures and privacy obligations.
- Contribute positively to a culture of continuous improvement, teamwork, quality service delivery and organisational change.
- Maintain regular attendance and actively participate in performance review, feedback, coaching and development discussions to support accountability, continuous improvement and the achievement of role expectations.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.



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Accountability & Extent of Authority

- Accountable for providing accurate, timely and professional customer service and administrative support in accordance with Council policies, procedures and service standards.
- Responsible for the quality and accuracy of information provided to customers within established guidelines and delegated authority.
- Responsible for identifying and escalating complex, sensitive or non-routine enquiries to the appropriate officer or supervisor.
- Works under gender supervision and is accountable for the completion of allocated tasks and achievement of service delivery standards.

Judgement & Decision Making

- Exercises judgement in assessing customer enquiries and determining appropriate responses in accordance with established procedures and policies.
- Applies initiative and problem-solving skills to resolve routine customer service and administrative issues.
- Identifies when matters require escalation referral or further investigation and takes appropriate action.
- Prioritises competing customer requests and administrative tasks to meet service delivery requirements and deadlines.

Specialist Knowledge & Skills

- Sound knowledge of customer service principles and practices in a service-orientated environment.
- Ability to provide accurate information regarding Council services, facilities, processes and relevant legislative requirements.
- Demonstrated proficiency in the use of corporate systems, databases, customer request systems and Microsoft Office applications.
- Ability to maintain accurate records, process transactions and undertake administrative functions with a high level of attention to detail.
- Understanding of privacy, confidentiality and information management requirements relevant to the position.
- Ability to follow established procedures and apply them consistently to achieve customer service outcomes.

Management Skills

- Ability to organise, prioritise and complete work activities in a busy customer service environment.
- ability to manage multiple tasks simultaneously while maintaining accuracy and meeting deadlines.
- Demonstrated ability to work effectively with limited supervision and contribute positively to team objectives.
- Commitment to continuous improvement and the delivery of high-quality customer service.

Interpersonal Skills

- Well-developed verbal and written communication skills with the ability to communicate effectively with a diverse range of customers and stakeholders.
- Ability to provide professional, courteous and responsive customer service, including dealing with difficult or emotional situations with empathy and tact.
- Demonstrated ability to build and maintain positive working relationships with colleagues and customers.
- Ability to obtain, interpret and convey information clearly and accurately, ensuring enquiries and requests are appropriately actioned.
- Ability to work collaboratively across Council to achieve positive customer outcomes.



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Qualifications & Experience

- Certificate III in Business Administration, Customer Engagement or a related discipline, or demonstrated equivalent experience in a customer service environment.
- Demonstrated experience in a customer service and administrative role involving face-to-face, telephone and electronic communications.
- Experience in cash handling, receipting and the use of computerised business systems.
- Sound computer skills, including Microsoft Office applications and customer management systems.
- Experience in local government or knowledge of Council services would be well regarded.

Key Selection Criteria

1. Demonstrated experience providing excellent customer service in a busy environment.
2. Strong communication and interpersonal skills, with the ability to deal effectively with a wide range of customers.
3. Well-developed administrative, organisational and time management skills, with attention to detail and accuracy.
4. Proficiency in Microsoft Office and other business systems, with the ability to learn new technologies quickly.