

**Position Title**

Customer Service Officer

**Award Classification**

*Dorset Council Enterprise Agreement 2022, or any applicable Agreement that replaces it.*

**Date Reviewed**

14 March 2023

**Our Organisation**

Dorset Council is a proactive organisation who is keen to make a real difference. As such we are involved in identifying and implementing projects for the economic and social wellbeing of our community.

**Our Objective**

Our Strategic and Annual Plan guides the work that we do. The annual plan is reviewed annually and changes as a result of feedback from staff, managers, our community and elected representatives.

**Our Values**

**Leadership**

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

**Creative Thinking**

We create a solution-based environment that challenges the status quo and encourages innovation.

**Customer Service**

We meet our service standards in a professional and responsive manner.

**Engagement**

We communicate openly and encourage the active participation of the community.

**Respect**

We treat each other with mutual respect.

**Financially Responsibility**

We deliver services to the community in a sustainable & strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

### Position Objectives

To provide frontline customer service in an efficient, resourceful and professional manner.

### Key Responsibilities and Performance Requirements

#### Customer Service & Reception

- Provide exemplary frontline customer service to both external and internal customers in accordance with Council's Customer Service Standards and Customer Service Charter;
- Be a primary customer service officer in Council's customer service phone queue;
- Be a primary customer service officer at Council's reception desk;
- Receive queries via phone or in person and resolve them as a customer service activity, or direct them to the most appropriate officer if required;
- Provide general advice to customers, within the scope of the role, on matters such as the statutory planning and the development application process, building requirements and the application process, rates and receipting, environmental health, dog registrations, kerbside waste collection, community events, facilities bookings, asset maintenance and upgrades, Council meetings and other Council operations;
- Attend to customer requests in an effective and efficient manner, ensuring that accurate and appropriate information is entered into databases and forwarded to the appropriate department or officer as required.

#### Administration

- Perform start of day and end of day reception functions as required;
- Update and manage requests, data and information within Council's software systems;
- Process payments and maintain accuracy in cash handling;
- Undertake a range of administrative functions including but not limited to facility bookings, kerbside waste collection requests, lodging customer service requests, and providing general administrative or clerical support to Corporate Services or other departments as required.

#### General

- Maintain a working knowledge of legislative requirements and Council's policies, processes and procedures that relate to the duties in this position description;
- Interacting and communicating with all staff in a friendly, positive and helpful manner;
- Working with team members to achieve team priorities;
- Maintaining confidentiality and a high level of integrity in regards to Council business;
- Other duties as reasonably directed by the Administration Team Leader and Management Team.

**Organisational Relationships**

**Reports To**

- Administration Team Leader

**Internal Liaisons**

- Management Team
- Council Staff
- Councillors

**External Liaisons**

- Community Members
- Various Government Departments
- Private & Professional Organisations

**Accountability, Authority, Judgement and Decision Making**

- Authority and responsibility to carry out all functions, duties and responsibilities in accordance with Dorset Council’s requirements of the Customer Service Officer.
- Accountable to the Administration Team Leader for the performance of duties.

**Essential Skills and Knowledge**

- Excellent customer service skills;
- Experience in cash handling, processing payments and end of day reconciliations;
- A positive and friendly approach with the desire to work with team members to achieve team priorities;
- A flexible approach with the ability to work on multiple tasks simultaneously and handle frequent interruptions;
- Interpersonal skills to be able to effectively communicate (verbally and written) with both internal and external customers;
- Demonstrated ability to meet deadlines, determine priorities and organise work to meet team and organisational objectives;
- Ability to quickly learn new information, processes and procedures;
- Ability to follow regimented, end to end processes;
- Well-developed problem solving skills;
- Competent IT skills and the ability to use a range of specialist Local Government and business software; and
- Demonstrated literacy, numeracy, accuracy and attention to detail.

**Desirable Skills and Knowledge**

- Experience in the use of Authority software or other rating software; and
- Experience using a telephone switchboard.

### Personal Attributes

- Flexibility, adaptability, resourcefulness and initiative;
- A positive 'can-do' attitude and willingness to learn; and
- Ability to build and maintain co-operative relationships.

I have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_