

<b>Job title:</b> Coordinator Customer Service Operations	
<b>Classification:</b> Band 8	<b>Effective Date:</b> February 2024
<b>Reports to:</b> Manager Customer Service	<b>Tenure:</b> Permanent

## About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



## CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

### Collaboration

We work flexibly together to achieve outcomes and solve problems.

### Respect

We actively listen, value diversity and care.

### Excellence

We adapt, respond, learn and grow.

### Accountability

We take responsibility and follow through on our promises.

### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The Coordinator Customer Service Operations will support and develop the Customer Service Team to maximise the ability to deliver excellent customer experience to the Whitehorse community and its customers.

The role is pivotal in enhancing customer satisfaction, ensuring the customer is at the centre of our service and to deliver a seamless, convenient, and empowering experience for all customers both internal and external.

## Key Responsibilities

### *Position Specific Responsibilities*

- Coordinate and develop a Customer Service Team with the skills, knowledge and commitment to provide excellent customer service.
- Provide leadership, expert guidance and high-level technical support to service areas, applying best practice methodologies to achieve customer experience excellence.
- Work with key stakeholders and direct reports to review work practices and identify where improvements can be made across the organisation.
- Champion and advocate for the customer needs, wants and values across all customer touchpoints and program, strategy and service actions or decisions.
- Support a team of Customer Service Officers to ensure staff receive regular customer interaction feedback, to inform and assist with their ongoing development.
- Develop, create and implement call centre quality processes and procedures; as well as making recommendations for enhancements to training materials as needed to enhance the overall experience.
- Design monitoring formats and quality standards in conjunction with Customer Service Officers across all contact channels.
- Develop and manage Council's Channel Management Framework.
- Responsible for the management of Contact centre system, Customer Request system and Knowledge system
- Responsible for the Afterhours contract
- Champion the Whitehorse CARES commitment.
- Work with the Performance, Insights, and Improvement Lead in monitoring customer service standards and data to improve each channel performance.
- Oversee the arrangements for the after-hours service and provide reports on the volume of calls made afterhours and highlight any issues or concerns.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.

- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Ensure timely and person focused customer service is delivered at all times.
- Build collaborative and outcome focused relationships at all levels of the Council.
- Work closely with other members of the organisation to ensure effective and consistent service for Council.
- Build collaborative and productive relationships with external stakeholders including service providers.
- Be proactive in building positive relationships across the organisation

## Accountability and Extent of Authority

**Budget:** Customer Service Budget

**Staff responsibility:** The position is responsible for the supervision and leadership of the Customer Service Team. The role oversees 15 staff members including 3 direct reports and 12 Customer Service Officers.

- Overall performance of the Customer Service Team in meeting service and performance objectives within relevant legislative frameworks, budgetary allocations in a way that aligns with corporate values and commitments.
- Effectiveness and efficiency of customer service and information systems, processes and services including Council's multilingual communication service.
- Management of staff, financial and physical resources allocated to the Customer Service Department.
- Level of support to Service Units in the management of customer relations and resolution of customer enquiries, business transactions and requests for service.
- Quality technical and strategic advice provided to all stakeholders.

## Judgement and Decision Making

- Development of new policies/strategies based on research, best practice and experience.
- Provide high level advice to a variety of stakeholders both internally and externally to Council.
- Make decisions in regards to the full customer care cycle and the innovation and improvement of customer service functionality.
- Exercise independent judgement in the day-to-day provision of customer support services and systems, applying specialist knowledge, experience and problem-solving skills to new situations.
- Provide guidance and support in the provision of services and resolution of customer/client requests, expectations and priorities.
- Exercise independent judgement and expertise in investigating complaints and negotiating outcomes acceptable to competing stakeholders.

### **Specialist Knowledge and Skills**

- Complex and in-depth problem-solving skills, often dealing with new and ambiguous situations and;
- Proficiency in the application of systematic approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by other constituents or employees.
- A thorough understanding of customer service principles and practices, request processing systems, call centre systems, complaint processes and emerging customer service issues and technology.
- Ability to analyse service transaction processes, conceptualise and document requirements, and advise on effective customer service outcomes.
- Sound research, investigative, and problem-solving skills.
- Advanced knowledge of current practices and trends in customer service contact centres
- Knowledge of emerging customer, industry and market trends.
- Understanding of the long term goals of the wider organisation and values and of relevant legislation and socio-economic and political context in which the Council operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

### **Qualifications and Experience**

- Minimum four (4) year's prior experience working a leadership role in Customer Service Operations or similar.
- Extensive prior experience and a demonstrated track record of success in leading and directing customer service call centre operations and managing transformational change programs to improve and call centre, face to face and

corporate information customer response functions to improve customer satisfaction levels.

- Proven ability to drive transformational change and ensure the achievement of measurable improvements in customer service and organisational culture.
- Demonstrated applied understanding of theory and practice of promoting customer experience, digital, innovation, and change in complex organisations.
- Demonstrated superior conceptual, analytical, and strategic skills combined with the ability to communicate, engage and collaborate with others.
- Extensive and diverse experience in leading Customer Service operations

Technology:

- Strong computer skills including a sound knowledge of Microsoft Office applications.
- Thorough experience with telephone call centre systems and customer request processing systems and an understanding of website technologies.

### Interpersonal Skills

- Lead, motivate and encourage staff involvement in team activities related to the review of customer problems.
- Well-developed ability to communicate both written and verbally with the assertiveness and confidence to relate information and negotiate resolution of any conflict which may arise.
- Ability to develop and gain cooperation, assistance and trust from other departments and staff.
- Highly developed interpersonal skills with the ability to demonstrate empathy with customer challenges, pain points, desires, expectations and needs.
- Highly developed teamwork skills, with the ability to connect with colleagues and work together toward common goals.
- Ability to persuade, convince and negotiate with key stakeholders across a broad spectrum of matters internally and externally and in reaching positive and/or effective resolutions.

Key Relationships:

- Customer Service Team
- All Council Staff
- Customer/residents
- Senior Leadership Team
- Executive Leadership Team
- Reports to the Manager Customer Service.

### Management Skills

- Strong ability to manage and deliver multiple streams of work / projects of varying levels of complexity, within agreed timelines and quality standards.

- Develop, manage and train staff in CX/service design practices and procedures.
- Lead and manage the performance of direct reports and the broader team.
- The ability to plan, prioritise and schedule work of the Customer Service Unit in order to meet service objectives and achieve agreed work plans, within budget allocations. This will require the ability to handle a variety of tasks and processes concurrently despite conflicting priorities.
- The skills to take a lead role within the Customer Service Unit in the review and benchmarking of services, development of service specifications, business plans, key performance indicators and continuous improvement programs.
- The ability to identify and articulate induction and training needs for the Customer Service Team, prepare and discuss performance and development plans.
- Strong leadership skills to maintain an environment which motivates and supports staff to achieve high levels of performance and customer service.
- Demonstrated management skills to achieve required objectives and goals taking into account organisational and external constraints and opportunities.
- Ability to lead and supervise a large customer service team members through times of change.
- Passionate about delivering a brilliant customer experience.

### Key Selection Criteria

- Significant experience in leading a centralised customer service team in a complex organisation.
- Demonstrated superior oral and written communication skills with the ability to motivate and influence others, gain support and present complex ideas to different audiences at all levels in a persuasive manner.
- Highly proficient customer service skills and an understanding of principles of a customer service driven culture.
- Relevant tertiary qualifications. Training in customer experience, project management, and change management viewed favourably.
- Substantial prior experience and expertise in leading and directing continuous improvement projects to optimise call centre and corporate customer operations, leveraging contemporary best practice project management methodologies and driving focus and accountability in alignment with organisational strategic focus areas.
- Thorough experience with telephone call centre systems and customer request processing systems and an understanding of website technologies.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	NIL	<b>Sitting at desk at times throughout the day</b>	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	NIL	Sitting at desk and using keyboard and mouse	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	NIL		
<b>Standing</b> Tasks involve standing in an upright position	NIL	Standing at desk at times throughout the day	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	NIL		
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
<b>Lifting/Carrying</b> Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	NIL		
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	NIL		

**Any other relevant comments:**