

WHITEHORSE CITY COUNCIL

Position description

Job title: Customer Advocate Support Officer	
Classification: Band 5	Effective Date: To be confirmed
Reports to: Customer Advocate	Tenure: 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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

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

Goal Statement

The Customer Advocate Support Officer contributes to service excellence and resolution of customer complaints and councillor requests. Working closely with the Customer Advocate, the Customer Advocate Support Officer will facilitate and enable effective and timely resolution of complaints and support complex case management.

Through liaison, the Customer Advocate Support Officer coordinates responses to complex enquires and helps promote the behaviours required by the CARES principles.

Key Responsibilities

Position Specific Responsibilities

- Identify and provide recommendations for systems, processes and procedure improvements, including input into policy development, to maximise productivity and efficiency in customer service delivery.
- Undertake routine reporting on performance against service standards for the Executive, adding insights or comments.
- Ensuring a responsive, efficient, and quality customer service approach across the organisation.
- Assist with the development of documented customer service and complaint handling standards to ensure resources are current and accurate to support learning and self-service for the organisation
- Collate and analyse complaint data on a periodical basis and provide insightful reports for management to inform decision making
- Undertake customer service projects as required.

Customers

- Coordinate response to multifaceted community and stakeholder issues which require cross Directorate input, *may* include those which have been escalated to Councillors after initial contact with Council officers.
- Triage requests and where necessary to refer enquiries to the relevant Manager or Team and monitor until timely action/completion in accordance with processes and procedures.
- Respond quickly on the most appropriate customer contact channel to complaints that can be easily remediated.
- Provide assistance to the Customer Advocate for Tier Three and Four complaints and complex cases.

- Investigate complaints, collaborating with other employees to seek outcomes and ensure effective communication with customers and timely resolution.

Councillors

When specifically requested you may be required to assist with:

- Be a first point of contact for Councillors in acknowledging all enquiries and coordinating timely responses including where appropriate resolution to their enquiries.
- Refer customer related enquiries received via Councillors through the appropriate customer enquiry process.
- Escalate unresolved matters in a timely manner to ensure response times remain within agreed Service Levels for responses to Councillors.

Reporting and Monitoring

- Create registers, processes, and reports, including utilising appropriate software solutions, for dashboard reporting on the status of requests and resolutions.
- Monitor and regularly report on the overall status of Councillor requests and Council resolutions to Councillors and the Executive Leadership Team.
- Maintain a focus on continuous improvement, including supporting and delivering other projects and initiatives that enhance Councillors' customer experience, as required.

Corporate Responsibilities

- Follow all Council policies and procedures.
- Model high standards of behaviour consistent with organisational values.
- Understand and follow the Risk Management Policy 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.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and extent of authority

Budget: Nil

Staff responsibility: Nil

Judgement and decision making

- Exercise careful judgment when liaising between Council officers and Councillors, noting which are routine matters and identifying when they are more sensitive or complex and need to be escalated.
- Be confident and proactive in escalating matters when required, to ensure risk is appropriately managed.
- Have effective communication and negotiation skills in order to communicate with management, employees within the branch and other teams in the organisation to facilitate the timely resolution of customer complaints.
- Establish strong relationships across Council departments with a clear understanding of services provided to the community and the limitations of Council resources and funds.
- Exercise sound judgement and the ability to assimilate a broad range of information quickly, providing direction and guidance to others whilst maintaining a flexible and resourceful approach to multi-tasking

Qualifications and Experience

- Extensive experience in direct customer service, de-escalation and complaints handling
- Experience in continuous improvement in an organisation with a commitment to customer experience
- A strong commitment to the principles and behaviours under Council's CARES Commitment to excellent customer service.
- Experience in managing complex enquiries.
- Demonstrated experience in undertaking research, collation of information, statistical analysis, and interpretation of results.
- Substantial relevant experience in resolving customer disputes.

Technology:

- Strong computer skills including a sound knowledge of Microsoft Office applications.
- High level of proficiency with software applications including spreadsheets, databases, dashboards and presentation tools.
- A working knowledge of contemporary tools for creating actionable customer insights such as Power BI, CRM and telecommunications software.

Management skills

- The ability to assist other staff by providing advice and guidance.
- Demonstrated ability to question and analyse various situations to achieve the best outcome.
- Demonstrated ability to use initiative to solve problems within the scope of the role and to respond maturely and wisely in critical situations.
- Effective time management skills with prioritising, in order to meet specific objectives and manage competing demands.
- Commitment to maintaining confidentiality and understanding of privacy principles and FOI.

Inter-personal skills

- Well-developed communication and public relations skills including a demonstrated high level of oral and written presentation skills.
- Ability to listen, understand and negotiate successful outcomes.
- Demonstrated ability to gain cooperation and assistance from internal and external clients, including those of varying cultural and linguistic backgrounds and people with disabilities.
- The ability to work efficiently and effectively in an environment of competing demands and, on occasions, resource constraints.
- A strong commitment to the principles of quality customer service and to Council's CARES principles and behaviours.

Key Selection Criteria

1. Demonstrated experience in a customer service role, ideally with experience in handling complaints and/or case management.
2. Excellent interpersonal and de-escalation skills, resilience, patience and the ability to navigate what Council can and can't do for customers with high needs or high expectations.
3. Demonstrated ability to establish strong, collaborative relationships across Council departments, including good judgment in knowing when to escalate matters.
4. Demonstrated commitment to driving continuous improvement in processes, service delivery and customer experience.
5. Ability to manage time productively and efficiently, being responsive to changing priorities and meeting deadlines.
6. High level written and verbal communication skills with the ability to communicate and liaise confidently with management and employees, and with customers and service providers.

Physical, Cognitive, Psychosocial and Functional Requirements

This is an office-based role. It requires the use of computers and other office equipment. Reasonable adjustments are available.

This role involves contact with members of the community, including those with complaints. They may be experiencing heightened emotion or frustration or may face communication barriers due to language background or disability. This role may take matters escalated from more junior Customer Service Officers and needs to be able to provide support to reports and customers.

This role requires the ability to remain calm, patient and de-escalate situations where possible. It requires recognition of these challenges, the ability to debrief, seek support when appropriate and demonstrate resilience.

Strong support is available and employees are not expected to tolerate occupational violence or harassment.

Candidates requiring adjustments to participate in an interview or selection process are invited to contact the Recruitment Manager to discuss in confidence.