

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Customer Service Operations Team Leader	
<b>Classification:</b> Band 6	<b>Effective Date:</b> December 2023
<b>Reports to:</b> Coordinator, Customer Service Operations	<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 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 Service Operations Team Leader will supervise Customer Service Officers to respond to enquiries and service requests in a professional, accurate, reliable, timely and customer-focused way. The Customer Service Operations Team Leader will assist in the management of the daily operations of the Customer Service team including service centres, call centre and other service channels.

## Key Responsibilities

### *Position Specific Responsibilities*

- Provide direct supervision and support to a team of Customer Service Officers as they respond to enquiries and service requests through a call centre, in-person and various service channels.
- Provide on the job training, guidance coaching and quality assurance to the Customer Service team;
- Monitor the performance of contract centre and service channels and implement continuous improvement strategies
- Liaise with the Improvement & Reporting and Customer Advocate teams to recommend process improvements and new service initiatives as part of the Whitehorse CARES commitment to improving customer service;
- Provide cross functional team support, including answering calls and responding to other service channels during peak times
- Along with the Coordinator, take responsible for the management of Contact centre system, Customer Request system and Knowledge system
- Work with the Performance, Insights, and Improvement Lead in monitoring customer service standards and data to improve each channel performance.

### *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:** In collaboration with the Coordinator ensure the Customer Service Budget is on target.

**Staff responsibility:** Responsible for the Customer Service officers in their day-to-day operations

### **Judgement and decision making**

- Day to day resolution and management of customer related issues as they arise in the contact centre as well as within the organisation
- Drive improvements to processes or procedures to improve our customers' experience or efficiency and effectiveness, with support from more senior leaders.
- Exercise good judgment about when to escalate more complex matters to more senior leaders for guidance or advice.

### **Specialist knowledge and skills**

- Demonstrated experience in providing direct customer service, including de-escalation and providing timely and accurate advice.
- Demonstrated ability to model and coach others to provide customer-focused service, consistent with Council's values and behaviours.
- Demonstrated ability to reliably and accurately complete administrative tasks in a range of systems and applications, consistent with procedures and workflows.
- Support others in the consistent, accurate use of various technology and applications.
- Comprehensive knowledge of the management of a customer service contact centre and appropriate workforce management skills to staff a sustainable level of service
- Strong commitment and experience in upholding and implementing Continuous Improvement and Innovation principles

### **Management skills**

- Demonstrated ability to lead, inspire and motivate a team of customer service employees.
- Ability set priorities, plan and organise one's own work and work of team
- Members to provide an efficient and cost effective service with tight and often conflicting timeframes.
- Ability to undertake workforce planning to meet future service needs

### Inter-personal skills

- Maintain a professional and courteous approach, displaying genuine care and empathy;
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the facilitation and resolution of well-defined activities;
- Excellent verbal communications skills to enable understanding of client needs and identify the appropriate advice/resolution of such;
- Responsive approach to customer service through the provision of clear and concise information in a professional manner; and
- Sound written communication skills to enable the preparation of routine correspondence and reports as required.

### Qualifications and experience

- Tertiary qualification in a customer service or business management discipline or extensive experience in a customer service environment.
- Demonstrated experience and accuracy in delivery of information and advice including handling multiple and varied transactions in a high volume situations;
- Proven ability to supervise, motivate and develop staff.
- Extensive experience in the operations of customer service contact centres and call centres.
- Initiative in identifying and analysing problems associated with work practices with the view to developing and implementing change to achieve more efficient procedures.
- Ability to operate as administrator telecommunications system;
- Strong computer skills and the ability to acquire new skills and use new applications and systems quickly.
- Satisfactory National Criminal History Check
- Working with Children Check

## Other skills and attributes

- Attention to detail;
- Ability to work independently and as part of a team;
- Excellent customer service and problem solving skills;
- On occasion, and by pre-arrangement, the incumbent may be required to attend meetings that occur outside standard hours of work;
- This position may require work to be performed at different work locations relevant to organisational requirements.

## Highly regarded (not mandatory) requirements

- Experience in supervising a team
- Chinese language skills
- Previous experience working in Local Government
- Experience using Pathway in Local Government
- Flexible availability to be rostered for 7.6 hour days, between the hours of Monday to Friday 7:00am and 5:30pm
- Full Victorian drivers license

## Key Selection Criteria

1. Demonstrated high level customer service skills and commitment to providing quality service through effective understanding of customer needs, expectations and issues;
2. Sound verbal and written communication skills;
3. Aptitude for identifying opportunities for innovation and continuous improvement
4. Ability to collaborate, build and maintain effective relationships
5. Thorough experience with telephone call centre systems and customer request processing systems and an understanding of website technologies.
6. 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.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day
<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>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>Lifting/Carrying</b> Tasks involve raising, lowering, and moving objects from one level position to another	NIL	Occasionally
<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	

### 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.**

### Mandatory Personal Protective Equipment:

- May be required at times.