Whitehorse City Council

Position description

Position title: Senior Customer Support Officer	
Classification: Band level 5	**Effective Date**: 7 December 2026
Reports to: Coordinator Customer Support	**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 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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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 Senior Customer Support Officer supports quality assurance, effective complaint handling, frontline customer service demand support and continuous service improvement across the Customer Support function.

The role supports and works collaboratively with department leaders to review and progress customer complaints, identify service risks and recurring issues, undertake quality assurance activities, and provide operational coaching and training that strengthens consistent, high-quality frontline practice.

The position analyses customer feedback and service information, recommends and helps implement improvements to processes, information and service delivery, and provides frontline customer service during peak demand or when additional operational support is required. The role does not supervise staff and does not own or determine higher-tier complaints, which remain with the appropriately authorised role.

Key Responsibilities

Position Specific Responsibilities

- Provide accurate, timely and professional customer service across phone, email, online and face-to-face channels during peak demand or as support is required.
- Act as the first point of contact for escalated customer complaints & feedback, managing complex, sensitive or challenging matters to achieve appropriate resolutions. Assess, action and resolve Customer Service Request (CSR) complaints in accordance with Council's Complaint Handling Policy, ensuring timely responses, appropriate escalation and a consistent, customer-focused approach.
- Use Council policies, procedures, systems and service standards to provide accurate information and resolve customer matters.
- Maintain up-to-date knowledge of new and revised Council policies, procedures, services and requirements, and provide accurate advice and guidance to customers and Council employees.
- Use sound judgement when dealing with sensitive, urgent or complex customer matters and determine an appropriate response.
- Refer higher-risk, significant, unresolved or complaints and matters to the Customer Advocate Lead, Team Leader or Coordinator, as appropriate, and support required follow-up.
- Collaborate with the Customer Advocate Lead to review and manage customer complaints, identify recurring trends and systemic issues, and contribute to the development and implementation of improvements to complaint handling processes and the overall customer experience.
- Prepare information and reports about customer service issues, trends and opportunities for improvement.

- Recommend and help implement improvements to customer service processes, information, systems and services.
- Undertake regular call quality monitoring to assess compliance with service standards, identify opportunities for improvement and provide timely, constructive feedback to Customer Support staff
- Provide timely, constructive and ongoing feedback to Customer Support staff regarding their roles and responsibilities, identifying opportunities for improvement, reinforcing positive performance and supporting staff development and the consistent delivery of quality customer service.
- Deliver and support staff training, including new employee inductions, refresher training and targeted development initiatives to address identified knowledge or performance gaps, build staff capability and ensure the consistent delivery of high-quality customer service.
- Help develop and maintain customer information, procedures and resources to support accurate, consistent advice and training of staff.
- Use effective communication, negotiation, problem-solving and de-escalation skills when dealing with difficult or challenging customer interactions.
- Other duties as required.

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 employee's work area, and related procedures designed to minimise injury or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Contribute to a child safe, inclusive and respectful workplace.
- Maintain confidentiality and use Council information responsibly and appropriately.

Accountability and Extent of Authority

Budget: Nil.

Staff responsibility: Nil.

Judgement and Decision Making

- The nature of the work is specialised and requires the application of established Council policies, procedures, service standards and relevant experience to a range of customer service situations.
- Exercise sound judgement to assess customer needs, determine appropriate responses and identify the most suitable course of action within defined guidelines and delegations.

- Use previous experience, knowledge of Council services and an understanding of customer service principles to resolve complex or sensitive matters, including where standard procedures do not fully address the issue.
- Adapt approaches to new or unusual customer matters by selecting from a range of established options and, where appropriate, recommending improvements to processes or service responses.
- Identify matters that require escalation, specialist input or management involvement and take appropriate action in a timely manner.
- Guidance and advice are available as required, however the role is expected to work with a high level of independence in day-to-day decision making

Specialist Knowledge and Skills

Licences and experience:

- Well-developed knowledge of customer service practices, including complaint handling, active listening, conflict resolution and de-escalation techniques.
- Sound understanding of Council services, processes, systems, policies, procedures, guidelines and service standards, and the ability to apply these effectively in a customer service environment.
- Ability to interpret and apply relevant information to resolve complex or sensitive customer matters and provide accurate advice to customers and Council employees.
- Knowledge of customer service trends, recurring issues and service improvement principles, with the ability to identify opportunities to improve information, processes, systems and service delivery.
- Understanding of privacy, confidentiality, records management and the appropriate handling of customer information, including sensitive matters.
- Ability to prepare clear customer correspondence, summaries, reports and procedural information.
- Understanding of the role of the position within the broader customer service function and the wider organisation

Technology:

- Sound computer skills, including proficiency in Microsoft Office applications.
- Experience using customer request management, telephony, records management or other business systems.
- Ability to enter, retrieve and update data accurately.
- Ability to use digital tools to support customer service, reporting and workflow management.

Qualifications and Experience

Qualifications/ Certificates:

- Certificate IV in Customer Engagement, Business Administration or a related discipline
- Relevant experience in customer service, complaints handling or a related client service environment, together with demonstrated ability to apply sound judgement and provide accurate advice.
- Experience working with policies, procedures, service standards and computer systems to resolve customer matters and maintain accurate records.
- Experience identifying service trends and contributing to improvements in processes, information or customer experience.

Interpersonal Skills

- Well-developed verbal and written communication skills, including the ability to explain information clearly and professionally.
- Ability to communicate with empathy, patience and respect when dealing with customers who may be frustrated, distressed or dissatisfied.
- Ability to manage difficult conversations and de-escalate situations where appropriate.
- Ability to work collaboratively with team members and internal departments to support customer outcomes.
- Ability to maintain confidentiality, professionalism and discretion.
- Ability to build constructive working relationships and contribute positively to team culture.

Key Relationships:

- Customer Support team.
- Coordinator Customer Support.
- Team Leader Customer Support.
- Customer Advocate Lead.
- Council employees across service areas.
- Residents, ratepayers, businesses, visitors and other customers.
- External service providers where required.

Management Skills

- Manage own workload, priorities and competing demands to meet service standards and deadlines.
- Plan and organise work effectively, adjusting priorities to respond to changing customer needs, urgent matters and service demands.

- Contribute to the coordination of customer service activity across multiple contact channels and assist in ensuring consistent service delivery.
- Provide day-to-day operational guidance and constructive feedback to Customer Support team members. Formal employee supervision, performance management and development accountability remain with the Team Leader.
- Identify and recommend improvements to customer service processes, information, systems and resources, contribute to approved changes, and support implementation.
- Follow up operational complaints and escalated customer matters within defined authority to ensure they are progressed, tracked and resolved or referred appropriately.
- Provide operational induction and training on procedures, systems and service standards, together with refresher training addressing identified frontline knowledge gaps.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Demonstrated experience in a customer service, administration or similar service delivery role, preferably in a contact centre or local government environment.
2. Strong verbal and written communication skills, including the ability to provide clear information and respond professionally to customers with diverse needs.
3. Demonstrated ability to manage customer enquiries, service requests and complaints in accordance with policies, procedures and service standards.
4. Sound computer skills and experience using business systems to record, update and retrieve accurate customer information.
5. Well-developed organisational skills, including the ability to manage competing priorities, follow through on commitments and contribute to a positive team environment.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: