



Customer Service Manager

- **Salary:** \$68,427 - \$76,980 pa plus super (Grade 16, Band 3, Level 2)
- Access to Variable Working Hours Scheme
- Long Service Leave after 5 years

Council has an exciting opportunity for a Customer Service Manager. In this newly created position you will establish and then manage the day to day operations of Council's Contact Centre and lead initiatives to enhance the customer service oriented culture and performance across the organisation.

Enquiries: Melissa McCoy – (02) 4429 3377 (Ref No. 48442E)

Applications Close: Friday 24 January 2014

18/12/2013

Dear Applicant

Customer Service Manager

Thank you for your interest in the Customer Service Manager position, within the Corporate & Community Services Group.

To ensure your application is considered, please provide enough information in your application to demonstrate your ability to meet the **Essential and Desirable** criteria outlined in the job description, as well as a summary of your relevant experience that relates to the functional responsibilities.

The most suitable individual for the position will be decided on merit, relative to the selection criteria and the functional responsibilities of the position. Interviews will be conducted only with those applicants who demonstrate that they meet the essential selection criteria. Council welcomes applications from anyone who is suitably qualified for this position.

Written applications, supported by a copy of your resume and the names of two contactable work related referees should be forwarded to the General Manager, Shoalhaven City Council, PO Box 42, Nowra NSW 2541, or via email council@shoalhaven.nsw.gov.au.

Shoalhaven City Council applies ecologically sustainable principles, and therefore requests applicants **do not** submit their applications in a bound plastic format, folders or covers. In this regard, submission of your application by email is preferred.

Applications for this position will close on Friday 24 January, 2014.

If you need further information about this matter, please contact Melissa McCoy Section Manager – HR Governance & Customer Service on (02) 4429 3377 Please quote Council's reference **48442E**

Yours faithfully

Melissa McCoy
Section Manager
HR Governance & Customer Service



Shoalhaven City Council Unit Manager Job Description

POSITION DETAILS			
Title:	Customer Service Manager	Grade:	16 B3/L2
Number:	P10318	Status:	Permanent full time
Group:	Corporate & Community Services Group	Reports to:	HR Governance & Customer Services Manager P10003
Section:	Human Resources Governance & Customer Service		

PRIMARY PURPOSE OF THE POSITION

- Ensure the provision of a responsive, professional and reliable Contact Centre
- Monitor and report on Council's customer service performance and identify initiatives and provide strategic advice to Council's senior management for customer service improvements
- Assist/lead the development of a service oriented culture across the organisation
- Contribute to Shoalhaven City Council's management of change program and build the Council's corporate capacity to take these initiatives forward so that the organisation continues to improve and focus on its missions.
- Lead and manage the day to day operations of the Customer Service Unit staff, finances and assets in accordance with the organisation's objectives, unit's functional responsibilities, accountabilities, structure and resources as approved by the Council and articulated in Annual Operational Plans, to ensure optimal triple bottom line returns to the Council and the community.
- Ensure processes and protocols are in place for the Customer Service Unit's compliance with all relevant legislation and Council policies and ensure that risks are managed.

SELECTION CRITERIA

Essential Qualifications, Licences and Experience

- Tertiary level qualifications in management/customer relations/systems development or a similar field
- Demonstrated experience in managing a diverse function and team to deliver customer service excellence
- Experience in developing customer service policies, processes and procedures

- Class C Driver's Licence

Essential Leadership/Management Skills

- Demonstrated ability to foster collaboration and information exchange within and across work groups in the delivery of outcomes for the community.
- Proven success in translating business strategy into operational goals and activities and fostering a shared understanding of how these contribute to higher level objectives.
- Demonstrated success in guiding and coaching others promoting continuous learning and actively seeking solutions for workplace improvement.
- Proven success in using negotiation and communication skills to engage with a range of stakeholders in developing solutions for business success.
- Capacity to effectively manage the diverse operations of a work group to ensure the provision of timely and quality outputs for customers and the community.

Essential Technical Skills

- Experience in Customers Service Systems
- Experience in developing business plans and budgets for a department
- Sound knowledge of Microsoft Office products
- Proven ability to meet deadlines and establish work priorities

Desirable Criteria

- An understanding of the Local Government environment.
- Experience in developing and implementing “e” government strategies
- Demonstrated experience in managing cash handling and reconciliation operations
- Demonstrated experience in change management
- Demonstrated experience in project management

SCALE AND SCOPE ON INFLUENCE

- Directs and coordinates a Unit within Council to enable Council to function at an optimal level.
- Models leadership behaviours that align with Council's Leadership Capability Framework and contributes to a culture where staff and stakeholders have confidence in the way the organisation is lead and services are delivered.
- Reports to the Section Manager on areas of functional responsibility making professional recommendations for the Section Manager's consideration.
- Establishes objectives, timeframes and milestones for the Unit that support the Community Strategic Plan and aligns operational activities accordingly.
- Develops the budget for the Unit and controls expenditure within the approved

budget.

- Provides management reports and reviews expenditure and income across the Unit, looking for opportunities to control costs and improves business profitability in line with Council's Long Term Financial Plan.
- Impacts on the external image and perception of Council with regards to customer service, brand and image.

Total Expenditure Control: \$500,000 - \$1m

Positions Reporting Directly to this Position: 2

Positions that Indirectly Report to this Position: 2 - 20

Number of Contractors Managed: nil

Annual Value of Contracts Managed: nil

FUNCTIONAL RESPONSIBILITIES

Areas of Functional Responsibility

- Develop, implement, monitor and review the effectiveness of Council's customer service strategy, policies and procedures including customer service standards and e-government services
- Contribute to Council's planning and policy development by providing timely and accurate reporting and analysis of customer needs and trends and the communication of implications of planned activities
- Manage the Contact Centre ensuring the operations are carried out effectively and efficiently and achieve planned objectives and outcomes by managing the resources, including budgets
- Develop, implement and review processes and procedures for continuous quality improvement in the Contact Centre operations, including customer feedback processes
- Organise in conjunction with relevant managers ongoing training and information sessions for Contact Centre staff with all areas of Council to ensure the staff and the Contact Centre's knowledge base remain current with any legislative or regulatory requirements and operational changes as relating to the Contact Centre operations
- Guide the broader Council staff to deliver quality customer service by promoting a service oriented culture across the organisation, organising focus groups with stakeholders to identify improvements and resolve issues and participate in the improvement of processes across Council
- Design, implement and manage Council's customer service feedback processes including compliments and complaints
- Design, implement and review Council's customer service forms including one-line customer service request, compliments and complaints forms
- Manage the Councilor Request system and consult with Councilors to identify any process improvements

<ul style="list-style-type: none"> • Develop systems, processes and procedures for collecting statistics and providing regular and accurate reporting and analysis of customer service requests, compliments and complaints to make recommendation for improvements to relevant areas
<p>1. Adding Value and Completing Position Responsibilities:</p> <ul style="list-style-type: none"> ▪ Ensures that all written and verbal communication provided is correct, factual, timely, customer-focused and in accordance with the relevant legislative requirements and Council procedures. ▪ Provides specialist advice in all areas of Customer Service and manages major projects of a complex nature. ▪ Ensures the Section Manager is aware of difficult/sensitive issues which arise and provides recommendations on resolution. ▪ Consults and shares information within the Unit and across the organisation to ensure others are kept informed of issues.
<p>2. Achieving Internal and External Customer Focused Service;</p> <ul style="list-style-type: none"> ▪ Ensures work and behaviour adds value to the business of Council, within area of responsibility and corporately. ▪ Makes recommendations on improving relevant practices and procedures, including Policy review and implementation, to ensure an efficient, effective, customer-focused service is maintained. ▪ Analyses and researches responses prior to advising customers, to ensure effective, accurate results are given. ▪ Behaves and works in a manner which demonstrates the Customer Service unit as a focused, professional and reliable service.
<p>3. Working With External and Internal Policies, Systems, Processes and Equipment;</p> <ul style="list-style-type: none"> ▪ Works with legislation and existing procedures, to ensure compliance with Council's relevant processes and make modifications to processes and recommendations on improvements. ▪ Monitors and evaluates the Customer Service Unit's performance and provides analysis to the Section Manager. ▪ Works with Authority, (phone system) and other Council systems, to provide information, to assist with the development and review of relevant processes or practices.
<p>4. Communication and Relationships, Self and Team Development</p> <ul style="list-style-type: none"> ▪ Manages conflicts and differences and contributes to the resolution of problems, to maintain an effective working environment. ▪ Works collaboratively and functions as an effective team member. ▪ Supports other employees to understand and utilise customer service

	<p>systems and processes.</p> <ul style="list-style-type: none"> ▪ Ensure knowledge of relevant legislation and customer service trends are kept up to-date. ▪ Participates in the Employee Performance Review (EPR) and uses feedback to develop skills, behaviour and attitude. ▪ Facilitates forums for communication with Unit staff.
5.	<p>Contributing to Council's Long Term Financial Plan ;</p> <ul style="list-style-type: none"> ▪ Manages the budget for the Customer Service Unit. ▪ Ensures work is undertaken in a manner which is consistent with the budget and resources allocated. ▪ Provides recommendations on improving cost effectiveness within the Unit. ▪ Ensures the timely, cost-effective purchase of materials to complete programs.
OVERALL CORPORATE RESPONSIBILITIES	
1	To comply with legislative requirements.
2	To provide timely support and expert / technical advice to the organisation.
3	To adhere to Council plans, policies, procedures and Code of Conduct.
4	To understand, adhere and promote all Workplace Health and Safety policies and procedures.
5	To understand, adhere and promote Council's Equal Employment Opportunities policies and procedures.
6	To engage with the community in accordance with Council's policies.
7	To understand and respond to the needs of our customers in accordance with the relevant policies.
8	To deliver functional responsibilities and associated projects, performance targets and service levels as required in the relevant operational plan.
9	To manage budgets.
10	To achieve best value for money.
11	To efficiently manage assets and resources within the Unit's control.
12	To actively share information and knowledge on issues, training and better practice to relevant staff.
13	To identify and initiate improvements of business systems and processes to maximise service delivery.
14	To identify and minimise exposure to risk.
15	To actively work towards excellence in leadership in accordance with Council's Leadership Capability Framework.
16	To manage people and their performance to realise their individual and team potential.
17	To be involved in or provide feedback on corporate initiatives.
18	To positively and proactively work with others across the organisation to

	deliver the outcomes.
19	To provide advice to support the Executive Leadership Team and Councillors in decision making.
20	To build and strengthen strategic partnerships with key stakeholders.
21	To recognise and reward results.
22	To model Council's values.
23	To create and contribute to a positive work environment within teams and the workplace.
24	To initiate relevant training in accordance with organisational, service and staff requirements.
25	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements.
26	To keep abreast of and apply industry wide trends, better practice and innovation.
27	Use Council's authorised recordkeeping system(s) to create, receive and capture corporate records relevant to the responsibilities of the position in accordance with Council's Records Management Policy.

WORK HEALTH AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS

In addition to the statements below, you are required to perform your duties in accordance with this Job Description, Shoalhaven Council's Code of Conduct, WHS policies and procedures including statements within Council's WHS Authorities/Responsibilities/Accountabilities Policy.

Work Health and Safety (WHS)

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm
- Participate in development of safe work methods and risk assessments with your supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear personal protective equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage to Shoalhaven City Council's property to the responsible Manager.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through Shoalhaven City Council's policies and procedures, maintain all certificates, licences, operative training etc for the group, and advise the responsible Manager of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to the responsible Manager immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to the responsible Manager.

Equal Employment Opportunity (EEO)

- Work to the best of your ability and provide quality service to customers;
- Recognise the skills and talent of other staff members;
- Act to prevent bullying, harassment and discrimination against others in your workplace;
- Respect differences among your colleagues and customers such as cultural and social diversity;
- Treat people fairly - don't discriminate against, bully or harass them;
- Work in keeping with the Shoalhaven City Council's EEO management plan and other EEO policies.

CONDITIONS OF EMPLOYMENT / SPECIAL REQUIREMENTS

Award/Agreement

Local Government State Award

Code of Conduct

Employees are to comply with Council's Code of Conduct and Council policies at all times

Regular Hours

Monday to Friday – 7hours per day, 35 hours per week. Flexibility required to attend Council and Committee meetings and functions outside of the organisation's core business hours

Entitlements

Salary sacrifice options, 9 weeks paid maternity leave, long service leave entitlement after 5 years service

Work Context

Air conditioned office, use of computers, use of office / communication equipment, manual handling, travel may be required, smoke free work environment

Pre-Employment Requirements

- Working with children clearance for any positions designated as child related employment by the NSW Office of the Children's Guardian.
- Pre-employment medical assessment.
- Proof of Australian residency/ citizenship/ work permit status.
- Pre-employment screening to meet the requirements of the Australian Standards in Employment Screening.

Employee's Name:	
Employee's Signature:	
Date:	