

Customer Service Officer

Title: Customer Service Officer
Level: TOC 4/5
Department: Corporate and Community Services (CCS)

1. Position Objectives

Under the supervision of the Team Leader Customer Service, this position provides quality customer service to internal and external stakeholders, being the first point of contact for Town queries.

2. Key Duties/Responsibilities

2.1 Customer Service and Receipting

- Provide a high standard of customer service to both internal and external customer's in-person, via phone and email using the Town's Customer Request Management software.
- Ensure all customer service requests are carried out efficiently and effectively and deadlines are met.
- Open and balance the cash register at the start and end of each working day.
- Maintenance and reconciliation of petty cash.
- Process receipts for incoming monies over the counter, by mail, phone and online.
- Assist with the opening of and recording daily mail.

2.2 Within the Organisation

- Provide customer centered support to other areas within the Corporate and Community Services directorate as required.
- Relieve Records staff as required including during periods of absence and annual leave.
- Order and receive stationery at the request of other staff members and maintain stock levels.
- Maintain the key register for the use of Town facilities by hirers.
- Provide administrative support for Town events as required.
- Load and empty the dishwasher once daily and facilitate dry cleaning of Town linen when required.
- Other administrative duties as required.

3. Selection Criteria

Essential

- Experience in a similar customer service role including cash handling.
- Well developed communication and interpersonal skills.
- Good public relations, problem solving and conflict resolution skills.
- Well developed organizational and time management skills.
- Data-entry experience, including a reasonable level of computer skills. E.g. Microsoft suite.
- Ability to work in a fast paced and busy environment and as part of a team.

Desirable

- Certificate III Business Administration or similar.
- Prior experience working in local government and knowledge of the role, services and structure of local government.
- Experience in using integrated computer packages and computerized records management systems (e.g. TRIM/CM10).

4. Organisational Relationships

4.1 Responsible to:

Team Leader Customer Service (Direct)

Manager Community and Customer Services (Indirect)

4.2 Internal and External Liaison:

Internal: Director Corporate and Community Services
Manager Community and Customer Services
Other staff and contractors
Elected Members

External: Residents/general public
Other local governments
Government departments and agencies

5. Extent of Authority

Works under the general direction of the Team Leader Customer Service within established guidelines, procedures and policies of Council and the statutory provisions of the *Local Government Act* and other legislation.

6. Award and Agreement Coverage

- *Town of Cottesloe Enterprise Bargaining Agreement 2022* in combination with;
- *Local Government Industry Award 2020*;

Prepared by: Manager Community and Customer Services
Date prepared: October 2024

Signed: _____ Date: _____
Employee

Signed: _____ Date: _____
Manager Community and Customer Services

Signed: _____ Date: _____
Chief Executive Officer