Position Description

Position Title	Customer Experience Officer
Directorate	Customer and Information
Department/Business Unit	Customer Experience
Team	Customer Experience
Classification	Band 4
Date	September 2025
Reports to:	Customer Experience Team Leader
Supervises:	Nil
Internal Liaison:	• Customer Service Team Leader • Customer Service Officers • Customer Service Support Team • Other Council Staff
External Liaison:	• Customers including residents • Ratepayers • Visitors to Council facilities • Business operators • Council contractors • Other agencies including but not limited to other Councils • Government Departments, etc.

Position Objectives

Your primary purpose in this position is to:

- Provide a responsive, reliable and customer focused service at Council's Customer Service Centres, Contact Centre and all other points of customer contact e.g. online (webchat).
- Ensure customer needs are met and corporate standards maintained at all times.
- Provide a positive experience of Council to customers and stakeholders.

Key Selection Criteria

You need these essential qualifications and/or experience, knowledge and skills to carry out this position

- Certificate IV in Customer Service or equivalent, or alternatively, relevant knowledge and skills gained through on-the-job training. Relevant experience and skills should include:
  - demonstrated experience in similar roles with direct exposure to front-line customer relations preferably including with people from culturally and linguistically diverse (CALD) backgrounds and communities.
- Demonstrated professional and positive approach delivering excellent customer service, preferably with:
  - Experience working with online customer service systems, such as webchat or similar;
  - Second language relevant to the community of Greater Dandenong.
- Demonstrated high level customer service skills in order to identify and manage difficult external customers and communicate effectively and efficiently with a wide range of internal customers.
- Well-developed organisational and time-management skills, along with demonstrated ability to use relevant computer systems / databases, phone technology and social media platforms such as Facebook etc.
- Well-developed written communication skills including accurate spelling and grammar along with strong numeracy skills including the ability to accurately manage a cash float, receipting services and end of day banking with no errors.

- Ongoing availability to attend at work at any and all sites, according to the roster and operational requirements.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to any offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

☒ satisfactory (and ongoing) Working with Children's Check

☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Call Centre & Customer Service Centres	• Answer inbound telephone calls to set guidelines and expected standards. • Respond to face-to-face enquiries at Customer Service Centres to set guidelines and expected standards. • Respond to online e.g. "webchat" enquiries to set guidelines and expected standards. • Process customer requests received via Snap-send-solve, email, website forms and other sources. • Take ownership of all customer enquiries, work requests, receipting services etc. and provide/facilitate appropriate solutions efficiently and accurately utilising knowledge and prescribed systems to set guidelines, standards and procedures. • Adhere to and meet all prescribed customer service, guidelines, standards, procedures and KPI's at all times. • Maintain all customer service areas including call centre workstations in a clean and tidy condition. • Maintain stocks of public handouts and information at service centres, ensuring they are neatly displayed and out of date information is promptly removed. • Strictly adhere to roster schedules including accurately following schedule for breaks, balancing and other off-line tasks.
Process Improvement	• Provide feedback on incorrect and/or incomplete information in customer service systems. • Provide input into developing guidelines and procedures for a proactive approach to determine customer service needs and assist in the establishment of processes to meet these needs. • Submit, action and implement new processes, procedures and customer service delivery improvements, ideas and suggestions. • Attend and actively participate in all relevant training including one on one feedback/coaching sessions, staff training/development days and after-hours meetings.
Administration	• Process permits, payments, requests for service and similar received via mail, email, fax etc. efficiently and accurately. • Accurately apply all prescribed administration processes and procedures • Record statistics in relation to the nature and type of customer enquiries on a daily basis. • Prepare correspondence to set guidelines and expected standards in relation to customer service enquiries and services e.g. emails, application forms, permits, letters, brochures, etc. • Undertake other related administrative duties as directed.
Financial Services	• Provide customers with accurate and efficient receipting services. • Consistently execute accurate cash balancing and banking duties daily following relevant guidelines, standards and procedures.

	• Follow-up and resolve banking errors as required and in accordance with relevant guidelines, standards and procedures.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  ○ zero tolerance of racism and expectations that staff will act on incidents of racism
	  ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

☒ Not required.

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*		☐	☐	☒	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☒	☐
Communicating with others - Written		☐	☐	☒	☐
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☒	☐
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☐	☒	☐
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☐	☒	☐
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☒	☐	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Short and long-term memory recall – *ready access to documented procedures or precedents to perform requirements of the position*		☐	☐	☒	☐
		☐	☒	☐	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control*					
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*		☐	☒	☐	☐

Physical Requirements

☒ This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – *stay in a seated position*		☐	☐	☐	☒
Standing – *standing in an upright position, moving less than 3 steps*		☒	☐	☐	☐
Walking – *In an upright position, moving more than 3 steps*		☒	☐	☐	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☒	☐	☐	☐
Kneeling – *To lower the body*		☒	☐	☐	☐
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*		☒	☐	☐	☐
Reaching – *Extending arms out in any direction*		☒	☐	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☒	☐	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☒	☐	☐	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*		☐	☒	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
Manual Handling					

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*		☒	☐	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☒	☐	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☒	☐	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is responsible for:

- This position essentially provides information to customers and clients and information and support to more senior employees and may regulate clients:
  - Providing comprehensive customer service to Council customers and clients, ensuring that all work is carried out to a high standard and meeting and/or exceeding customer expectations where possible;
  - Ensuring excellent customer service is delivered at all times and that customers receive an efficient, accurate and courteous service;
  - Occasionally assisting with the induction of new staff or guiding staff in processes that they may not be competent/familiar with.
- The freedom to act is limited by guidelines, standards and procedures that govern the duties assigned to this position and incumbents have sufficient freedom to plan their work in a predetermined order of importance and urgency at least a week in advance.
- While the freedom to act generally falls within specific guidelines, standards and procedures, there is scope to exercise some discretion in their application.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs, customers or clients, or to internal guidelines, standards and procedures.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Although objectives of the work are well defined, judgement is required in dealing with established guidelines, standards and procedures and officers need to recognise when guidance and advice should be sought.

Independently:

- Respond to customer requests and needs that that fall within the parameters of guidelines, standards and procedures.
- Provide receipting services that that fall inside guidelines, standards and procedures.
- Provide referrals to other departments as necessary.

With Input from Supervisor / Team Leader:

- Respond to complex customer requests that fall outside of guidelines, standards and procedures.
- Unusual receipting requests that fall outside of guidelines, standards and procedures.
- Decide a course of action following a receipting variance.
- Claim petty cash.

Recommends to the Supervisor / Team Leader:

- Report relevant issues to the Supervisor / Team Leader where appropriate,
- Make recommendations about customer service guidelines, standards, procedure and process improvements where necessary.
- Assist with the development of new administrative procedures that contribute to the effectiveness of the delivery of department services.

Guidance:

- Work under the direction of the Supervisor / Team Leader with objectives of the work being well defined.
- Guidance and advice are always available from the Supervisor / Team Leader within the time available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of all guidelines, standards, procedures and relevant Acts and Regulations that apply to the Customer Experience function, along with an understanding of relevant precedents and previous decisions.
- Possess an understanding of:
  - the functions and activities of the position and how it fits into the overall organisational context including relevant policies, regulations, precedents;
  - issues impacting people from CALD communities;
  - the goals of Customer Experience and an appreciation of the goals of the wider organisation.
- Demonstrated ability to work as an effective team member and respond positively to unplanned issues with guidance from the Supervisor / Team Leader.
- Excellent data entry skills / intermediate computer skills including Council database / network systems, e.g. Objective, Proclaim.

Management & Interpersonal skills

The essential position requirements include:

- Manage time, plan and organise own work within a roster according to predetermined priorities to achieve specific and set objectives in the most efficient way, within resources available and within a set timetable.
- Ability to gain cooperation and assistance from members of the public and other Council staff in the administration of well-defined activities.
- Ability to establish strong and respectful working relationships with all Council staff and other stakeholders.
- Well-developed written communication skills to enable the preparation of routine correspondence and reports as required.
- Well-developed verbal and non-verbal communication skills to empathetically managing customer complaints and sensitively manage customers displaying challenging behaviour.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix
Core Capability Framework – Team Member

Relationship Management	
Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.	• Demonstrates respect for the wide range of views and perspectives that are expressed in their teams • Contributes effectively to team meetings • Demonstrates commitment to team decisions • Demonstrates respect for other team members
Planning & Organising	
Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.	• Is able to explain the relationship between own work activities and the goals and objectives of the team • Prioritises work based on the needs of the team • Shares relevant information as and when appropriate • Consistently does her/his share of the work
People Development	
Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.	• Is active in identifying opportunities for ongoing growth and development • Seeks feedback with a view to personal and professional development • Looks for opportunities to grow skills and knowledge • Is proactive in managing own career development
Future focused organisation	
Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves	• Incorporates key issues impacting the broader environment into the way they undertake their work • Responds flexibly to change • Shows resilience in times of change • Seeks support during times of uncertainty
Outcome orientation	
Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control	• Demonstrates a willingness to take informed risks in solving client issues • Ensures tasks are consistently completed to the required standard • Responds promptly and appropriately to requests for service • Consistently follows established practices and procedures
Service focus	
Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards	• Is friendly and responsive to clients/customers • Strives to deliver quality client/customer outcomes • Deals with client/customer issues with concern and a sense of importance
Self-management	
Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others	• Accepts personal responsibility for outcomes within their control • Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience • Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement • Models Greater Dandenong's ethical and organisational standards

	• Acts decisively during times of ambiguity and pressure
Safety, health and wellbeing	
Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful
We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Engaged
We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Accountable
We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

Creative
We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Honest
We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.