

Directorate:	Community and Lifestyle	Department:	Customer Experience
Position Grade:	9	Reports to:	Customer Service Lead
Last review:	2025	Next review:	2028
		Version No.:	?

Position purpose:

To provide exceptional service and support to customers, ensuring that their needs and concerns are addressed promptly and effectively. This role serves as the primary point of contact between the community and its customers, aiming to build positive relationships, foster customer resolutions, and maintain satisfaction.

Key accountabilities/responsibilities:

CUSTOMER INTERACTION AND SUPPORT:

- Serve as the primary point of contact for residents, businesses, and other stakeholders via face to face, on the phone and in writing.
- Respond to enquiries and provide accurate, timely information regarding Council and local government services, policies, and procedures.
- Assist with resolving customer complaints and concerns in a professional and efficient manner.
- Escalate customer complaints when necessary.

PROCESSING REQUESTS AND APPLICATIONS:

- Receive, process, and follow up on service requests, applications, and other community-related matters (e.g. permits, licenses, local government forms).
- Ensure that all documentation is properly completed, verified, and processed in line with policies and regulations.

PROBLEM RESOLUTION AND CONFLICT MANAGEMENT:

- Actively listen to customer concerns, identify issues, and provide appropriate solutions or escalate to relevant departments when necessary.
- Ensure issues are addressed promptly and effectively, following up to ensure customer satisfaction.

MAINTAINING ACCURATE RECORDS:

- Accurately document all customer interactions, enquiries, complaints, and resolutions.
- Ensure all data is up-to-date and maintained in compliance with privacy and data protection regulations.

COLLABORATION WITH OTHER DEPARTMENTS:

- Work closely with other departments to ensure seamless delivery of services.
- Liaise with internal teams to gather information, resolve complex issues, and support cross-functional service delivery.

PROVIDING INFORMATION AND GUIDANCE:

- Guide customers on Council processes, regulations, and policies.
- Offer assistance in completing forms, applying for programs, and navigating government processes.

PROMOTING LOCAL GOVERNMENT SERVICES:

- Promote and raise awareness about events, and programs.
- Encourage the community to utilise services and participate in local initiatives.

ENSURING COMPLIANCE:

- Ensure all customer service activities are in compliance with Council and local government regulations, policies, and procedures.
- Promote adherence to local government standards and codes of conduct.

CONTINUOUS IMPROVEMENT:

- Identify opportunities for improving customer service processes and contribute to enhancing service delivery.
- Participate in training and development to stay informed about local government services and service delivery standards.
- Participate in relevant projects when not attending to enquiries as well as undertake additional relevant duties as requested by the Manager, Customer Experience.
- Explore and adopt new technologies, including AI and digital tools, to improve efficiency, streamline processes, and enhance the customer experience.

TEAMWORK:

- Assist in creating an environment that encourages team development through open communication, information sharing, and resources.
- Maintain product knowledge by providing regular feedback for Council's one source of truth (knowledge base).
- Complete regular on-the-job training and coaching. Support and participate in functions for customer service including Call Centre, Customer Service hubs and administration.

Decisions made in the position:

- 1) Determination of information exchanged with customers in accordance with Council policy and legislation
- 2) Allocate technical enquiries to appropriate officers

Decisions referred:

- 1) Technical advice and information

Key issues/challenges:

- 1) Growth of the Liverpool local government area
- 2) Volume of customer connections and transactions

Key working relationships:

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|--------------------------------------|---------------|
| • Internal and external customers | • Supervisors |
| • All departments of Council | • Managers |
| • Internal and external stakeholders | • Directors |

POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria in a clear and concise way. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

1. Relevant certification in customer service and/or other related customer service training
2. Class C Drivers Licence

Experience

1. Demonstrated ability in delivering customer service in various service delivery models (face to face and call centre)
2. Proficient in using customer service software such as CRM systems and other related systems
3. Ability to process forms, enquiries and customer requests
4. Experience in administrative tasks including end of day reconciliations

Knowledge and Skills

1. Ability to speak clearly, listen actively, and explain information in a simple and concise manner
2. Excellent written communication skills
3. Understand and relate to the customer's enquiries, showing compassion in responses
4. Quality in information gathering and documentation, ensuring accuracy
5. Being adaptable in a fast-paced environment while new technologies and/or processes are being introduced
6. Customer enquiry management with the ability to resolve/escalate/deescalate situations
7. Work in a team environment and with all internal stakeholders
8. Professional working manner with a positive attitude
9. Knowledge of Work, Health and Safety practises in a workplace

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

1. Knowledge of Local Government systems
2. Experience and understanding the role of Local Government