



Position Description

ASSIST Officer

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE:	ASSIST Officer
AWARD CLASSIFICATION:	Band 4
DEPARTMENT:	Customer Experience & Transformation
DIVISION:	Customer & Corporate Services
LAST UPDATED:	October 2021

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO:	ASSIST Team Leader
SUPERVISES:	Not applicable
INTERNAL LIAISONS:	Council employees and Managers, Executive Team and Councillors
EXTERNAL LIAISONS:	Community, customers, government representatives, statutory authorities, suppliers, consultants and contractors

POSITION OBJECTIVES

- Provide the first point of contact for customer inquiries, requests, complaints or issues with the purpose of improving first point resolution and customer experience.
- Contribute to the establishment of a Customer Service of Excellence at the City of Port Phillip.

KEY RESPONSIBILITY AND DUTIES

- Provide the first point of escalation for a broad range of inquiries, requests, complaints, transactions or issues via the telephone, in person at council's service desks or via other communication channels.
- Accurately and efficiently resolve enquiries, requests, complaints and issues, ensure they are adequately recorded in the relevant system. Escalate where required to more senior ASSIST staff or to specialized internal staff.



Position Description ASSIST Officer

- Develop relationships with key service areas within City of Port Phillip and provide customer service support aligned with high quality standards.
- Maintain an up-to-date knowledge of Council services, activities and events.
- Work with the Team Leaders in the development of the processes and procedures for the provision of customer service support, and contribute to their continuous improvement.
- Contribute to the development of the processes and procedures for the provision of customer service support and contribute to their continuous improvement.
- Contribute to the development of front line customer service materials such as FAQ's, manuals, help cards and guides for the customers, community and wider Council.
- Travel and work across the three service centres and call centre within the City of Port Phillip as required by the roster.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Have defined accountability to provide high quality customer service support and customer experience.
- Whilst the incumbent has the scope to exercise some discretion to fulfil duties, they are to be undertaken in line with specific guidelines such as the customer experience vision, Council Plan and Organisational Strategy, and within authorised financial delegations, City of Port Phillip procedures, policies and regulations, Local, State and Federal Government laws. This includes maintaining confidentiality of Council's customers and data by adhering to privacy legislation and Council policies.
- Provide input into the development of the processes and procedures for the provision of customer service support.
- Decisions and actions taken by the incumbent may have a significant impact on the public perception of the City of Port Phillip because the position involves direct contact and provision of support to customers and the community.

JUDGMENT AND DECISION MAKING

- Make decisions and solve most customer requests, inquiries, complaints, issues and cases in line with pre-defined customer service standards, frameworks, best practices, processes and procedures. The candidate is expected to seek guidance and advice from the ASSIST Team Leaders and Senior ASSIST Officers, as required.
- Contribute to and continually evolve ways of working in collaboration with Team Leaders to promote continuous improvement and efficiency of the ASSIST function.

SPECIALIST SKILLS AND KNOWLEDGE

- Advanced skills in customer service delivery with the ability to solve most customer requests, inquiries, complaints, issues and cases.



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- Proficient computer skills and high-level knowledge and understanding of business applications / systems including Microsoft Word, Excel & Outlook, CRM, ProMapp and cash handling systems.
- Knowledge of the cashiering role and functions, including cash control and handling procedures and an ability to handle large amounts of cash accurately.
- Proven ability to learn new procedures and utilise the skills necessary to retain important information.
- Basic understanding of the range of services that Local Council provides to customers and how they relate to areas of the business and function.
- Basic understanding of the Council vision & goals as well as the context of the Local Government sector, and the impact on customer service.

MANAGEMENT SKILLS

- Strong skill set in managing time and planning and organising one's own work in order to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ensure that you are familiar with and abide with, the City of Port Phillip Employee Code of Conduct, applicable legislation and Council's policies and procedures.

INTERPERSONAL SKILLS

- Advanced interpersonal and relationship management skills with the ability to gain cooperation with customers and other departments within the business. They will be able to discuss and resolve problems in line with pre-defined standards by building trust through stakeholder engagement and demonstrating consistent actions and values.
- Highly developed communication skills, both verbal and written, with the ability to liaise with different people from varied backgrounds and from all levels. This skill is paramount when working with other departments and liaising with customers.
- Strong teamwork skills, with the ability to connect with colleagues and work together toward common goals. They must be able to approach challenges (e.g. difficult customers, complex tasks and often under pressure) with a calm and positive attitude that strives for a solution that has customer satisfaction at the forefront.
- Demonstrate a genuine commitment to quality service with the ability to anticipate and satisfy customer and stakeholder expectations.

QUALIFICATIONS AND EXPERIENCE

- Sound experience providing customer service support either face to face or over the phone or similar work that required direct customer interactions (e.g. work in hospitality, retail) is highly regarded.
- Experience in cashiering services and cash handling is viewed favourably.



Position Description

ASSIST Officer

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia, and
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Proof of Vaccination Certificate

KEY SELECTION CRITERIA

- A proven team player with a track record in providing excellent customer service for a wide range of customers with diverse needs.
- A customer service officer with the demonstrated ability to interpret, understand and use organisational processes and procedures within a busy working environment.
- Demonstrated advanced interpersonal and relationship management skills with the ability to gain cooperation with customers and other departments within the business.
- Demonstrated highly developed communication skills, both verbal and written, with the ability to liaise with different people from varied backgrounds and from all levels.
- Ability to plan and organise own work to deliver results and high-quality customer service.
- Demonstrated understanding of the range of services that Local Council provides to customers and how they relate to areas of the business and function.
- Proven ability to apply technical skills including the use of a variety of computer programs and systems, including Microsoft Word, Excel & Outlook, CRM and cash handling systems.