



Position Details

Position title:	ASSIST Officer
Award Classification:	Band 4
Department:	Customer Experience and Transformation
Division:	Governance, Capability and Experience
Date Approved:	June 2024
Approved By:	Chief Customer Officer

Organisational Relationships:

Reports To:	Team Leader ASSIST
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team, and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants, and Contractors.

Position Objectives

- Provide the first point of contact for customer enquiries, 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 Responsibilities and Duties

- Provide the first point of escalation for a broad range of enquiries via the telephone, in person at the council's service counters or via other communication channels utilizing appropriate information systems.
- Accurately and efficiently record enquiries, and where appropriate resolve on first contact. Ensure all interactions with customers are adequately recorded in our Customer Relationship Management system.



- Follow complaint handling procedures and escalate where required to a Senior ASSIST Officer, Team Leader or to specialized internal staff.
- Develop relationships with key service areas within the 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 by participating in cross-training and shadowing programs.
- Participate in ongoing professional development, specifically, assisting with Parking Permit Administration to gain broader knowledge of Council's parking permit processes which align with Assist Officer customer service support.
- Implement agreed referral protocols for transferring any enquiries within ASSIST and to other areas of the Council.
- 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 front-line customer services materials such as FAQ's, manuals, help cards and guides for the customers, community, and wider Council.
- Provide feedback to the leadership team about suggestions for the improvement of services, contributing and participating in Learning and Development activities, and collaborating to ensure a positive workplace culture.
- Predominately contact centre based required travel and work across the three service centres 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.

Judgement and Decision Making

- Make decisions and solve most customer requests, enquiries, 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

- Must have strong problem-solving skills to analyse situations, consider solutions, and resolve most enquiries to ensure customer satisfaction.
- Skilled in using telephony systems to quickly and accurately complete tasks under time pressure (often multitasking).
- Knowledge of contact centre metrics and systems.
- Proficient computer skills and high-level knowledge and understanding of business applications/systems including Microsoft Word, Excel & Outlook, CRM, Knowledge Databases, and cash/payment 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 and goals, the context of the Local Government sector, and the impact on customer service.

Management Skills

- Strong skillset 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

- Strong resilience, empathy and listening skills.
- Strong 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

- Experience providing customer service support either face to face or over the phone or similar work that required direct customer interactions (e.g. work within a contact centre is highly regarded).
- Experience in cashiering services and cash handling is viewed favourably.

Child-Safe Standards

- Maintain a child safe culture at 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.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

In accordance with the requirements of the Local Government Act 1989 Council's must keep a register of names of people appointed under section 224 as Authorised Officers.



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
- Sufficient proof of their identity.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

Key Selection Criteria

- Experience in front-line customer service and/or within a contact centre environment
- Demonstrated ability to interpret, understand and apply organisational processes, procedures, acts and legislation accordingly where required within a busy working environment.
- Highly developed verbal and written skills, with the ability to communicate clearly and effectively with internal stakeholders and external customers from varied backgrounds and all levels.
- Ability to tactfully and sensitively deal with community complaints and/or difficult conversations.
- Produce high-quality work within set guidelines, to performance and quality targets
- Ability to adapt quickly to changes, manage sudden changes in request volumes, and adjusting to new procedures or technologies rapidly.
- Demonstrated ability to interpret, understand and use organisational processes and procedures within a busy working environment.
- Proven ability to apply technical skills including the use of a variety of computer programs and systems, including telephony systems, cash handling systems, Microsoft Word, Excel & Outlook, CRM

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.



/ proudly port phillip

Position Description

PD ASSIST Officer, June 2024

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First