Position Description

Position Title:	Customer Service Officer	*Effective Date:*	04/06/2018
Department:	Customers	*Job Location:*	Bairnsdale Office
Reports To:	Manager Customers & Business Team	*Supervises:*	Nil
External Contacts:	Customers, members of the public, contractors, consultants, solicitors, real estate agents, debt collection agencies, banks and other statutory bodies as required.		
FTE Classification:	Casual	*Position Number:*	SD40009
Prepared By:	Human Resources	*Approved By:*	Exec Manager OD

The Role

To assist the organisation to achieve corporate objectives by:

- Providing efficient and effective customer service and administrative support.
- Ensuring a high level of productivity at all times through good time management and effective team work.

What you will be doing:

Responsibility	
Customer Service	• Assist in providing efficient customer service. • Answer incoming telephone calls in a professional and helpful manner. • Assist with front counter and plumbing enquiries as required.
Financial Transactions	• Conduct front counter financial transactions as required. • Follow a secure handling of money procedure in an office environment. • Reconcile financial transactions on a routine basis.
Data Entry	• Maintain the Water Billing system database. • Accurately complete miscellaneous computer data input on a regular basis. • Maintain and process specialised forms.
Confidentiality	• Conduct all customer queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water customers.

Training and Teamwork	• A variety of informal or formal training may be required to be undertaken throughout the course of employment. • Carry out other tasks and duties as required.

How you can achieve this:

- Accountable to the Manager Customers and Business Team and the Executive Manager Customers for the quality, accuracy and effectiveness of work and assigned tasks.
- Carry out duties in a timely and safe manner adhering to the Corporation's policies and general Occupational Health and Safety policies and any government regulations that may affect these duties.
- Customer Service Officers shall be able to plan and program their work as required.
- Accountable for the quality, accuracy and effectiveness of work and tasks undertaken.
- Customer Service Officers will be required to perform within existing standards, policy and procedures following specific guidelines and under general supervision. Guidance advice will always be available.

What you can provide:

Specialist Skills	*Required Skills:*	• Skills in dealing with the public. • Knowledge of the use of computers. • Experience in handling cash and other financial transactions. • Familiarity in using Microsoft Word and other Microsoft packages.
Management Skills	*Required Skills:*	• Skills in managing time, planning and organising own work and working to a timetable.
	Desirable Skills:	• Ability to work effectively in an unsupervised area.
Interpersonal Skills	*Required Skills:*	• Ability to consistently deliver a high level of customer service. • Good written and oral skills with the ability to communicate effectively with supervisors, staff and customers. • Ability to gain cooperation and assistance from clients, other staff and members of the public. • Be courteous, polite and respectful with fellow staff members and members of the public. • Ability to work in a team environment.
	Desirable Skill:	• Maintain good relationships with fellow staff in order to be able to resolve minor problems.

Qualifications	*Desirable Qualification:*	• Qualification in Business Administration.
Experience	*Desirable Experience:*	• Experience in a team environment. • Experience in dealing with the public.

Physical Requirements

This position may comprise (but not be limited to) the following activities/hazards:

- Driving.
- Relatively long periods of sitting and standing.
- Keyboarding.
- Photocopying.
- Reading.
- Telephone use.
- Light manual handling (Lifting/lowering boxes of stationery, reams of paper, infrequent relocation of office furniture, etc.) Manual handling activities should not impose unreasonable expectations on the average person. However, personal judgment of capabilities will be expected and not exceeded.
- Use of standard office equipment – computer, photocopier, shredder, facsimile, laminator, book binder.
- Air-conditioned environment.

Employees must be capable of fulfilling the requirements of the position with regard to these activities/hazards and be able to meet any control measures provided in the interests of health, safety and environment. However, reasonable adjustments will be made for persons with disabilities or impairments unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

Selection Criteria

1. A qualification in Business Administration and/or demonstrated experience working in an office environment, including computer literacy and cash handling.
2. Ability to work in a team to achieve outcomes.
3. Customer focused to the needs of internal and external customers.
4. Well-developed interpersonal skills combined with good verbal and writing skills.
5. Effective time management and problem solving skills combined with the ability to prioritise.
6. A positive attitude towards personal development including being accountable, innovative, passionate and united to achieve corporate objectives.