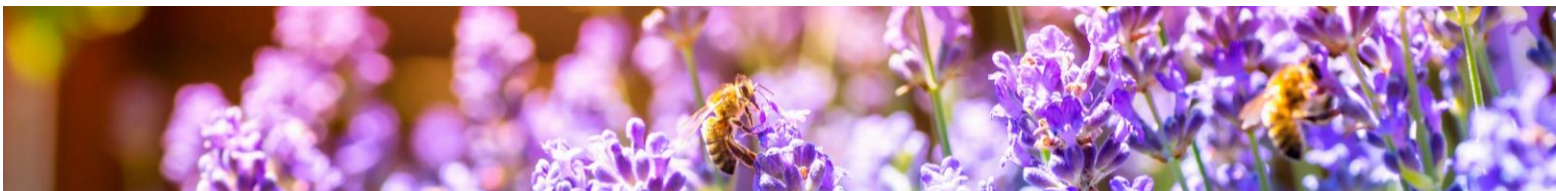


Position Description

Team Leader Customer Experience



Branch	Information Services	Position Grade	9
Division	Corporate Strategy and Resourcing	Position Status	Permanent Full-time
Reports To	Coordinator Customer Experience	Standard Hours Per Week	35
Direct Reports	5	Position Delegations	Yes
Indirect Reports	Nil	Position Budget Responsibility	Nil
Position Number	300093	Award	Local Government (State) Award
Date PD Authorised	15/04/2021	Award Band	Ops Band 1 Level 4

The Opportunity


Wingecarribee Shire Council has embarked on a customer-led transformation journey and is committed to providing easy, convenient, reliable, and efficient services to customers and the community.

This role is responsible for assisting the Coordinator Customer Experience to deliver a new customer experience. It will also champion a 'Digital First, anywhere, anytime' philosophy and be driven by a passion for innovation and continuous improvement.

The Team Leader Customer Experience Officer will need to work collaboratively with the Coordinator Customer Experience, other members of the Customer Experience team and other teams across the Council to improve the overall experience offered by Wingecarribee Shire Council to its residents and customers.

Key Responsibilities

1. Be the primary Concierge contact with all customers and residents that come into Customer Experience for assistance, directing them to the best team member to assist with their enquiry
2. Offer strong leadership, mentoring and coaching to your team.
3. Offering a Customer Experience that is fair, respectful, and ethical with both internal and external customers.
4. Reconcile transactions daily in accordance with relevant procedures.
5. Providing guidance and assistance to all customer enquiries, whilst always maintaining a professional and courteous manner
6. Accurately apply all policies and procedures when interacting with Customers.
7. Ensure that all information received from Customers is accurately and correctly put into relevant Council systems.
8. Strong project management experience with a proven ability to deliver projects on-time and on budget.

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9. Assisting Customers where appropriate to use Council online tools and resources to enable them to assist themselves in future.
 10. Actively participate in continuous improvement exercises, and where appropriate raise relevant opportunities with the leadership team and peers.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence and training of the incumbent. Wingecarribee Shire Council reserves the right to amend or update this position description in accordance with operational needs.

Note: An employee may be directed to carry out such duties that are within the limits of the employee's skills, competencies and training.

Essential Criteria

1. Minimum of four years experience in a similar role
2. Proven commitment to providing quality customer experience.
3. Ability to work in a team environment with shared goals and responsibilities.
4. Current Class C Driver's License

Desirable Criteria

- Previous cash handling experience
- Local Government Experience in a similar position.
- Previous Leadership
- Demonstrated project management experience.

Physical Requirements

The position may have some or all of the following requirements:

- Sitting for lengthy periods
- Keyboarding / Data Entry (repetitive)
- Climbing stairs (within building)
- Repetitive work – standing

Capabilities






Council has adopted the Local Government Capability Framework which describes the core knowledge, skills and abilities for a role, expressed as behaviours, and which set out the clear expectations about performance in Council: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for all employees.

Council’s Capability Framework provides the platform for annual performance appraisal so that there is a common basis for learning, professional development and salary progression.

Below is the full list of capabilities and the expected level of competence required for this position. The ones in bold are the essential capabilities. The ones in italics are focus capabilities specific for this position. The ones where the level is blank are not core capabilities but may still be important. More detailed information is contained in your annual Personal Performance Plan.

Essential and Focus Capabilities

The essential and focus capabilities for the position are those judged to be most important at the time of recruiting to the position. They are the ones that an employee is rated on as part of their annual Performance Assessment.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	N/A
	<i>Display Resilience & Adaptability</i>	<i>Intermediate</i>
	Act with Integrity	Foundational
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	N/A
 Results	Plan and Prioritise	N/A
	Think and Solve Problems	Intermediate
	<i>Create and Innovate</i>	<i>Foundational</i>
	Deliver Results	Intermediate
 Resources	Finance	N/A
	Assets and Tools	Intermediate
	<i>Technology and Information</i>	<i>Foundational</i>
	Procurement and Contracts	N/A
 Workforce Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A



Acknowledgement

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

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Employee Name (Print)

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Witness Name (Print)

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Signature

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Signature

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Date

.....
Date