



## **Customer Service Officer – Customer and Community**

### **6 month fixed term up to 30 June 2017**

#### **Details:**

Title: Customer Service Officer  
Broad Band: 2  
Reporting to the Customer Service Team Leader

#### **Objectives**

- To be an integral member of the customer service team, delivering first class customer service to Westernport Water customers and the community.

#### **Key Responsibilities:**

- Provide quality customer service support and assistance requiring the exercising of sound judgement, initiative and preservation of confidentiality in the performance of work;
- Provide prompt and courteous attention to customer enquiries, requests for information and provide assistance with service difficulties;
- Log all enquiries and requests in the Corporation's Customer Relationship Management System;
- Complete all actions required in a manner to meet or exceed the Corporation's obligations under the Essential Services Commission's Customer Service Code and the Corporation's Customer Charter;
- Compile reports as required to assist in the monitoring of performance of processes and the customer service team; and
- Other duties as directed within the skills and abilities of a position at this level.

#### **Skills required:**

- Sound knowledge of clerical/administrative practices and procedures appropriate to position and level of responsibility;
- Sound verbal communication and excellent customer service skills;
- Ability to work independently and under general supervision and use initiative within established guidelines;
- Ability to systematically approach a number of varied tasks simultaneously and meet deadlines;
- Ability to gain cooperation and assistance from members of the public, customers and other employees to achieve assigned tasks and duties;
- Ability to determine priorities, work within deadlines, discuss and resolve issues with supervisors and fellow employees are essential to the position;
- Effectively and efficiently operate within a team environment, assisting in other areas as needed.

#### **Experience:**

- Experience in a clerical/administrative position or frontline customer service position, including proficiency in computerised property file systems, the use of a word processing system (Microsoft Word), and preferably other Microsoft computer applications;
- Current Victorian Drivers Licence;
- No formal qualifications are required, however the incumbent would have obtained through previous employment an equivalent level of expertise and experience to undertake the specified range of activities.

#### **Training**

- Internal training is provided in the use and operation of the Corporation's computer systems, clerical and administrative practices and procedures.