

ROLE NAME: Customer Service Officer
REPORTS TO: Coordinator Castle Hill
/Coordinator Library Branches

GROUP: Customer Services
TEAM: Library Services

**NO. DIRECT
REPORTS:** Nil

POSITION NO.: S0310 S0314 S0321 S0322 S0328
S0329 S0334 S0377 S0395 S0396 S0406 S0409 S0526
S0529 S0598 S0599 S0603 S0681 S0775 S0776

GRADE:

ROLE OBJECTIVES:

1. Direct delivery of the full range of Council and Library Services through Council's Libraries in face to face interactions and via calls.
2. Efficiently and effectively resolve customer enquiries and complaints on a range of Library services within agreed guidelines.
3. Work cohesively as part of a team, building relationships, sharing knowledge and skills and working to "close the loop" on customer interactions within agreed guidelines.

OUTPUTS:

1. Deliver accurate information to customers in a timely manner, enhancing customer satisfaction levels
2. Effectively and efficiently process a range of applications, transactions and payments for both Council and Library
3. Undertake day to day operations in the Library as rostered
4. Participate in a range of Library marketing and outreach activities targeting customers from diverse cultures and age groups

PERFORMANCE MEASURES:

1. Achievement of EBA Team measures
2. Customer satisfaction levels
3. Completion of annual personal action plan

ROLE IMPACT:

1. Contributes directly to the overall success of the team in relation to meeting performance targets
2. Contributes directly to customer perception of the organisation as first point of contact

INNOVATION:

1. Undertake corporate continuous improvement training
2. Seek out opportunities to improve processes and procedures within area of responsibility to ensure efficient use of resources
3. Participate in projects as allocated

COMMUNICATION:

1. Maintain open, constructive communication across the organization, building networks relevant to area of responsibility
2. Use appropriate communication techniques to impart information and resolve conflict within area of responsibility.
3. Actively participate in team meetings

KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE:

1. HSC or equivalent
2. Drivers License (Class C)
3. Experience in a high volume, fast paced customer focused service environment
4. Proven experience in the use of technology for service delivery
5. Experience in dealing with challenging customer interactions
6. Experience dealing with diverse cultures and age groups

DELEGATIONS: [As per Staff Delegations Register \(link\)](#)

CAPABILITIES: [Level 2 Corporate Capabilities TOOLKIT - ATTACHMENT A - THSC Corporate Capabilities Framework](#)

RISK/WHS : [Comply with the Workplace Health and Safety Act and in accordance with Council's corporate policies and practices](#)

Date Last Reviewed: October 2018

Manager's Signature:



Job Demands Checklist for: Customer Service Officer

PHYSICAL DEMANDS	Definition	Freq.
1. Sitting	Remaining in a seated position to perform tasks	C
2. Standing	Remaining standing without moving about to perform tasks	C
3. Walking	Floor type: even / uneven / slippery / indoors / outdoors / slopes	I
4. Running	Floor type: even / uneven/ slippery / indoors / outdoors / slopes	N/A
5. Bending/Leaning Forward from Waist	Forward bending from the waist to perform tasks	F
6. Trunk /Twisting		
	Turning from the waist while sitting or standing to perform tasks	F
7. Kneeling	Remaining in a kneeling posture to perform tasks	O
8. Squatting/Crouching	Adopting a squatting or crouching posture to perform tasks	O
9. Leg / Foot Movement		
	Use of leg and / or foot to operate machinery	N/A
10. Climbing (stairs/ladders)	Ascend / descend stairs, ladders, steps	O
11. Lifting/Carrying	Light lifting and carrying: 0 – 9kgs	F
12. Lifting/Carrying	Moderate lifting and carrying: 10 – 15kgs	O
13. Lifting/Carrying	Heavy lifting and carrying: 16kgs & above	O
14. Reaching	Arms fully extended forward or raised above shoulder	O
15. Pushing/Pulling/Restraining	Using force to hold / restrain or move objects toward or away from the body	O
16. Head/Neck Postures	Holding head in a position other than neutral (facing forward)	F
17. Hand/Arm Movements	Repetitive movements of hands and arms	C
18. Grasping/ Fine Manipulation	Gripping, holding, clasping with fingers or hands	F
19. Work at Heights	Using ladders, footstools, scaffolding, or other objects to perform work	N/A
20. Driving	Operating any motor powered vehicle	N/A

FREQUENCY KEY:

C	Constant	Occurring continuously over a period of time
F	Frequent	Occurring or done many times at short intervals
I	Infrequent	Not occurring often, rare
O	Occasional	Occurring, appearing, or done infrequently or irregularly
N/A		Not relevant

SENSORY DEMANDS	Definition	Freq.
1. Sight	Use of sight is an integral part of work performance, eg. Computer screens	C
2. Hearing	Use of hearing is an integral part of work performance, eg. Operating a telephone	C
3. Smell	Use of smell is an integral part of work performance, eg. Working with chemicals	O
4. Taste	Use of taste is an integral part of work performance, eg Food preparation	O
5. Touch	Use of touch is an integral part of work performance	C
PHSYCHOLOGICAL DEMANDS	Definition	Freq.
1. Distressed People	Emergency situations	F
2. Aggressive & Uncooperative People	Dementia, mental illness, drug or alcohol	F
3. Unpredictable People	Dementia, mental illness, drug or alcohol	F
ENVIRONMENTAL DEMANDS	Definition	Freq.
1. Dust	Exposure to atmospheric dust	O
2. Gases	Working with explosive or flammable gases requiring precautionary measures	N/A
3. Fumes	Exposure to noxious or toxic fumes	N/A
4. Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	N/A
5. Hazardous Substances	Dry chemicals, glues, etc.	N/A
6. Noise	Environmental / background noise necessitates people to raise their voice to be heard	F
7. Inadequate Lighting	Risk of trips, falls or eyestrain	O
8. Sunlight	Risk of sunburn exists from spending more than 10 minutes per day in sunlight	O
9. Extreme Temperatures	Environmental temperatures are less than 15°C or more than 35°C	N/A
10. Confined Spaces	Areas where only one egress (escape route) exists	N/A
11. Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground	O
12. Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls	O
13. Working at Heights	Ladders / stepladders / scaffolding are required to perform tasks	N/A
14. Biological Hazards	Exposure to body fluids, bacteria, infectious diseases	O

