

# Position Description



## Job Details

Job Title:	Customer Experience Team Leader
Reports to:	Customer Experience Coordinator
Group:	City and Community Services
Position Number:	Various
Grade:	5
Date:	December 2020
Objective Doc Ref:	[Insert]

## Position Purpose/Job Summary

Library, Museum and Customer Services is the interface between Council's numerous regulatory, strategic and business units and its residents and customers. The unit aims to handle the majority of enquires without a need for referral to other staff. In doing so, the unit must have a working knowledge of all of Council's business in order to allow Council staff to continue its daily work with minimal interruption.

The Customer Experience Team Leader is responsible to provide an efficient and effective library and information service to meet the needs of the community by managing the day-to-day operations of customer service of one of the libraries with a focus on creating a positive customer experience outcome and with the general direction and support from the Customer Experience Coordinator.

The Customer Experience Team Leader is responsible for functions within their library and supervises a team of skilled staff ensuring that customer applications and requests allow the organisation to undertake its core business, meet its legislative obligations as well as build corporate knowledge through various registers and databases.

## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the positions.

### Service Delivery

- Tertiary qualifications in Library and Information Management or Business/Communications discipline with a minimum of 5 years customer service experience.
- Demonstrated experience in managing, leading and developing staff teams with proven capacity to play a leadership role in the provision of services and the ability to influence cultural change.
- A "customer first" attitude and demonstrated commitment to excellence in customer

## Selection Criteria - Knowledge, Skills, Qualifications and Experience required

service.

- Excellent communication and interpersonal skills with the ability to establish and maintain effective working relationships, interact with members of the community and engage with community groups.
- Proven ability to manage competing priorities within deadlines and changes in work priorities, including the ability to ensure that staff meets deadlines set for them.
- Demonstrated ability in change management and skills in creating an environment of continuous improvement.
- Proven knowledge and experience in the development of procedures to improve work place outcomes and service quality.
- Demonstrated ability to mentor and coach staff in the introduction of new policies and procedures and to provide constructive feedback on staff performance.
- Analytical and problem solving skills to monitor and assess trends and emerging issues requiring resolution, recommending alternative courses of action.
- Ability to build partnerships and working relationships to achieve operational goals.
- Strong communications and interpersonal skills, the ability to motivate others and foster a team environment.
- Experience in dealing with conflict resolution. Ability to resolve conflicts and problems in a constructive manner.
- Working With Children Check.

## Key Accountabilities – Position Specific

1. Ensure that Library, Museum and Customer Service staff have access to accurate and up to date knowledge and information of Council's business. Facilitate customer access to Council's information and services.
2. Use effective and efficient resource management, such as planning of staff rosters, to ensure adequate operational needs are met. Ensure cash handling processes are secure and in line with WHS provisions.
3. Coach and monitor staff in processes, systems, policies and procedures; identify gaps and recommend training to ensure compliance. Foster a harmonious and professional team environment and contribute to developing staff
4. Monitor individual performance in complying with legislative requirements and maintain the integrity of corporate databases. Identify and respond to gaps in Council's information systems/database to ensure business continuity
5. Ensure the level of service meets increasing internal and external customer expectations through the analysis of trends, assessment of needs in liaison with the Customer Experience Coordinator.
6. Provide leadership to a multi-disciplined team in the provision of quality customer service and coordinated access to Council's services through the Libraries and Customer

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Service Centre, ensuring professional standards and quality service is maintained.

7. To perform customer service duties and provide professional reference and information services to library customers including demonstrated proficiency in branch operations, program provision and general library services. Participate in programs and projects that have a direct impact on Customers and Council business.
8. In liaison with the Customer Care Coordinator, undertake timely annual performance assessment and half yearly reviews of assigned team members, providing feedback, support, tailored training and projects.

## Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time
4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

## Reporting Relationships

Direct: Library – 4 to 6 FTE and/or casual staff

No. of Indirect: Nil

Sites: Whitlam Library Cabramatta, Fairfield Library, Bonnyrigg Library, Wetherill Park Library, Smithfield Community Library

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Key Relationships	
<b>1 Internal</b>	
Communicating with	Nature of Communication
<p>Customer Experience Coordinator Customer Experience Coordinator, Senior Customer Experience Team Leaders and Staff</p> <p>Other Managers/Specialists</p> <p>Internal Business Partner</p> <p>Staff within the organisation, including councillors</p>	<ul style="list-style-type: none"> <li>▪ Regular formal debrief meetings, business planning, and overall performance reports</li> <li>▪ Monthly team meetings, daily contact regarding current issues, opportunities, programs and staff issues</li> <li>▪ Maintain effective working relationships with daily briefings convey instructions and corrective actions, support, mentor and develop team members.</li> <li>▪ Maintain a supportive network of liaison roles, review policies and identify and resolve issues with other managers and specialists</li> <li>▪ Establish positive working relationships through networking to encourage open communication with other business units within council</li> <li>▪ Respond to requests, at times concerning representation on behalf of customers/residents. Communication to negotiate desired outcomes to resolve concerns and ensure consistent standard of customer service.</li> </ul>
Key Relationships	
<b>2 External</b>	
Communicating with	Nature of Communication
<p>Customers, Residents, Professionals and Community Groups, Government bodies, external stakeholders, suppliers and consultants</p>	<ul style="list-style-type: none"> <li>▪ High level of communication skills to negotiate desired outcomes to resolve concerns and ensure consistent standard of customer service.</li> <li>▪ Clarify complex or ambiguous requests/complaints</li> <li>▪ Promote Council's initiatives, educate &amp; inform customers</li> <li>▪ Act as liaison between Council and technical staff.</li> <li>▪ Conduct surveys and gather feedback on behalf of the organisation.</li> </ul>

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## Position Dimensions

### Budget:

- Staff Expenditure
- Financial delegation of \$100 for petty cash and to purchase goods and services up to a limit of \$2,000 (excluding GST)

Resources and Assets managed include: Open Library Branches

Staffing: Recommends appointment of permanent, temporary and casual staff

## Decision making Authority & Accountability

### *Decisions made by self*

- The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in line with the WHSMS and WHS-01.1.1. WHS Responsibility, Accountability and Authority Guideline.
- Developing and implementing project evaluation to contribute to continuous improvement in outcomes.
- Day to day decisions regarding staff management.
- Day to day decisions relating to Council and Community services based on established policies and procedures.
- Authority to make decisions relating to customer service.

### *Decisions made in consultation*

- Decisions made in consultation with the Manager include the implantation of significant new ideas, solutions and procedures that impact on Customer Service delivery both by the team and others.
- Contributing to the Open Libraries Strategic Action Plan.
- Hire of Library and Customer Service staff.
- Performance managing/disciplining of Library and Customer Service staff.
- Formal training of Library, Museum and Customer Service staff.
- Conduct and sign off of half yearly and annual staff performance reviews and make recommendations.

### *Decisions referred to Manager/Group Manager*

- Recommendations to dismiss.

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## Problem Solving

Problem Solving skills required include the ability to:

- Identify and provide solutions to problems that affect the Library, Museum & Customer Services Division, customers and the Community.
- Managing day-to-day work priorities, the challenges associated with running projects and meeting project deadlines and required outcomes.
- Provide opinion to influence direction on major organisational issues.
- Improve the efficiency of effectiveness of procedures where consistent problems or errors identified have not been able to be resolved through previous attempts by direct reports.
- Manage and resolve customer complaints or frustrations, before it leads to potential risk to other customers and the organisation.
- Be first point of reference to resolve customer complaints or frustrations before it escalates.
- Influence internal staff the need to address customer concerns and complaints in a prompt manner.
- Resolve staff issues and manage the team dynamics to encourage a harmonious team environment.

## Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

## Signature

<b>Employee:</b>	<b>Signature</b>	<b>Date</b>
<b>Authorised by: (Manager)</b>	<b>Signature</b>	<b>Date</b>