



position description

POSITION TITLE	Customer Experience Officer
AWARD AND CLASSIFICATION	Band 4, Wodonga City Council Enterprise Agreement 2024 to 2027
DIRECTORATE	Community and Corporate
BUSINESS UNIT	People, Safety and Customer Experience
REPORTS TO	Customer Experience Coordinator
SUPERVISES	Nil
EMPLOYMENT STATUS	Part time – Limited tenure
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

POSITION OBJECTIVES

The Customer Experience Officer supports the effective operation of Council by delivering accurate information, timely resolutions, and high-quality assistance to both internal and external customers. Operating across reception, contact centre, and general service delivery, the role ensures professional, courteous, and efficient customer experiences that reflect Council’s values and commitment to the community.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Delivers accurate information and first-time resolutions to customer enquiries to enhance service outcomes.
- Receives visitors, responds to face-to-face, phone, email and online chat enquiries, and refers as required to ensure timely support.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Receipts, reconciles and balances cash, payments and banking transactions in line with procedures.
- Operates the contact centre, lodging service requests and escalating issues to maintain service continuity.
- Monitors and responds to correspondence, enquiries and requests within Council service standards.
- Promotes Council's image by presenting a professional, courteous and helpful manner in all interactions.
- Identifies service gaps or issues and makes recommendations for improved customer service delivery.
- Participates in customer service delivery at outlying service points and contributes to emergency response as required.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust Talk straight – Say what you mean and mean what you say

 Create transparency – Do not withhold information unnecessarily or inappropriately

 Right wrongs

 Practice accountability – Take responsibility for results without excuses

 Extend trust – Show a willingness to trust others, even when it involves a measure of risk

Respect Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

 Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

 Keep confidences

 Do what you say you will do to the best of your ability

 Be open about mistakes

 Speak of those that are absent only in a positive way

Learning Work together and learn from each other

 Continuously improve and innovate

 Be open to change

 There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Prioritises daily and weekly activities to meet service requirements.
- Selects appropriate methods or processes within established procedures to resolve enquiries.
- Applies judgement to solve moderately complex issues, escalating when required.
- Seeks guidance from the Customer Experience Coordinator or team within required timeframes.

SPECIALIST KNOWLEDGE AND SKILLS

- Uses IT systems, records management, and customer databases to support accurate service delivery.
- Demonstrate strong customer service, contact centre, and cash handling skills to meet daily service requirements.
- Applies knowledge of local government operations, community services, and relevant legislation (e.g. Privacy, FOI) to customer enquiries.
- Recognises and manages sensitive or complex issues, escalating to senior staff when appropriate.
- Maintains confidentiality and professionalism when dealing with customers and information.
- Adapts to change by embracing new systems, procedures, and service delivery approaches.

MANAGEMENT SKILLS

- Manages own time, priorities, and workload to meet deadlines and service standards.
- Follows supervisor directions and seeks support when workload or priorities change.
- Applies risk awareness, OHS practices, and organisational procedures to daily tasks.
- Maintains professional standards through personal presentation, honesty, and accountability.

INTERPERSONAL SKILLS

- Builds cooperative relationships with staff, customers and community members.
- Communicates effectively, verbally and in writing, to resolve enquiries.
- Gains cooperation from others to support efficient service delivery.
- Maintains confidentiality and demonstrates professionalism.

INFORMATION TECHNOLOGY SKILLS

Be computer literate and have the ability to quickly learn and adopt software programs used by the organisation relevant to the position.

CUSTOMER SERVICE SKILLS

- Provides honest, ethical and professional service in all interactions.
- Listens actively and responds respectfully to customer needs.

- Keeps customers informed and delivers on commitments.
- Assists customers with diverse needs to ensure equitable access to Council services.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- Experience in a high-volume customer service and/or contact centre team role.
- Experience in using electronic mail, the internet and Microsoft Office programs, including Word and Excel, social media and web-based programs.
- Experience in handling cash and the use of computerised cash receipting systems.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

1. Relevant qualification in customer engagement or business administration and experience in a high volume customer service and/or contact centre team role.

2. Good verbal and written communication skills to communicate with customers, staff and members of the public.
3. A team player with good people skills who understands how to build strong working relationships.
4. Well-developed computer skills and adaptability in using a variety of computerised systems.
5. Demonstrated sound judgement and decision making skills.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
		SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.			

Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow
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Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> • Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required
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Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> • Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude
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Future Focus	
Looks for improvements and is adaptable to change.	<ul style="list-style-type: none"> • Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required

People Development	
Welcomes opportunities for learning and self-development.	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements

Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	<ul style="list-style-type: none"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care

Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	<ul style="list-style-type: none"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Customer care and general duties	Face to face or phone interaction with customers and other office based operations	<ul style="list-style-type: none"> Liaison with the general public Liaison with staff of all levels Computer use Phone use Use of multiple computer systems Data entry Money handling Record maintenance (online and paper based) Delivery acceptance Attendance at meetings Providing input to policy and processes Dealing with difficult behaviours 	Sitting				X
			Standing			X	
			Walking			X	
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending			X	
			Twisting			X	
			Squatting		X		
			Kneeling	X			
			Reaching			X	
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making			X	
			Intermediate problem solving				X
			Supervision of others				
			Interaction with others				X
			Exposure to confrontation			X	
Respond to change				X			
Prioritisation				X			