

Employment Information Package

Customer Service Consultant

Position number: POS1541

Enquiries:

Name: Kate Woodland

Position: Team Leader Customer Service

Phone: 03 6323 3000

Email: Kate.Woodland@launceston.tas.gov.au

Application closing date: 3.00PM, MONDAY, 24 FEBRUARY 2025

 Town Hall
18-28 St John Street
Launceston TAS 7250

 PO Box 396
Launceston
TAS 7250

 03 6323 3000
 contactus@launceston.tas.gov
 launceston.tas.gov.au

 City of
LAUNCESTON

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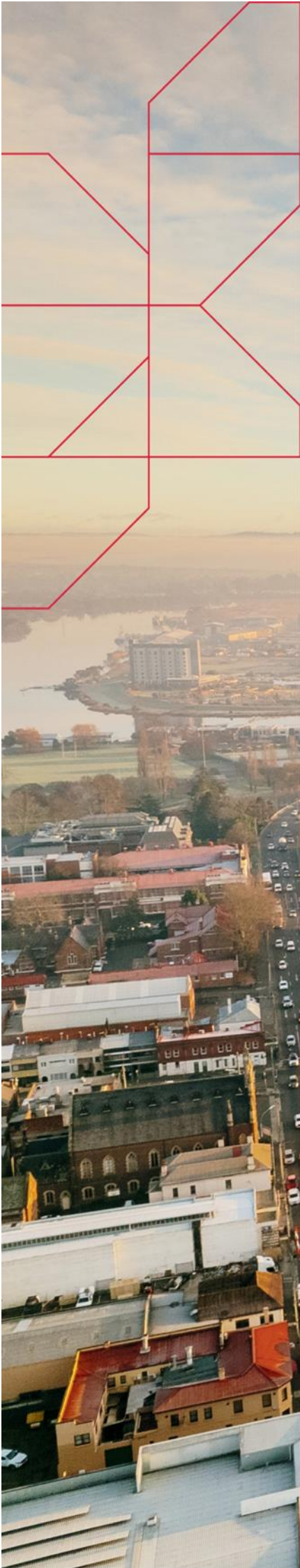
Address applications to:

Senior Leader People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250

Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.





About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

Employee benefits offered by the City of Launceston include:

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Leisure & Aquatic Centre.
- Discounts at the QVMAG Gift Shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.



OUR VISION OUR PURPOSE

Inspired people, working together to create the best outcomes for our community.
We are a progressive organisation, working with our community to create a positive future for Launceston.



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Recruitment steps

1. Application received
2. Shortlisting
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. Interview
4. Pre-Employment Checks:
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening

All costs covered by City of Launceston
5. Suitability determination and preferred candidate identified
6. Letter of Offer



General conditions of employment

Position title	Customer Service Consultant
Employment terms	Permanent, Full-time
Working pattern	19-day month
Total remuneration	\$76,513 - \$83,497* <i>*Total remuneration includes superannuation, as detailed below</i> Base salary \$66,389 - \$72,448
Superannuation	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

Position Description Form - Officer

PF NUMBER:		POS NUMBER:	POS1541
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POSITION TITLE:	Customer Service Consultant
AWARD CLASSIFICATION:	Grade 3
EMPLOYEE:	
TEAM:	Stakeholder Experience
REPORTS TO:	Team Leader Customer Service
PREPARED BY:	Kate Woodland
DATE:	14/02/2025

APPROVED BY:	
NAME:	Fleur Marshall
POSITION:	Senior Leader Stakeholder Experience
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<p>The position exists to provide high level, reliable and effective service to our customers, both internal and external; and to provide a friendly, helpful and caring experience that is highly valued by our customers.</p> <p>The position is the first point of contact for many external customers. The Customer Service Consultant position is required to resolve most enquiries on the spot and where unable to do this, to direct enquiries to the appropriate officer in an efficient and effective manner.</p>

City of Launceston is a values-based organisation, which means that we employ people who share and display
Our Values

OUR VALUES



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across other teams. Support delivery of the Team's strategic and annual plan actions. Work with other teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across teams
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
Technical		
Customer service - counter		
Dealing with customers face to face with good verbal skills	<ul style="list-style-type: none"> • Greeting customers and identifying their needs - keeping customers informed of action being taken • Provision of information or referral to other Team/s for assistance • Issues and problems entered into Customer Request Management system Escalates issues or difficult situations to Team Leader/Manager	<ul style="list-style-type: none"> • Customer compliments • Adherence to Customer Service Charter Adherence to Complaint handling policy and procedure
Receipting and cash handling		
Daily receipting and cash handling	<ul style="list-style-type: none"> • Accurate name receipting • Accurate data entry (tender, credit card and cheque details) • Accurate counting and maintenance of floats • Attention to detail • Notifies Team Leader of discrepancies • Accurate balancing Protection of customers' personal and financial information	<ul style="list-style-type: none"> • KPI - receipting accuracy of >98% • Low frequency of errors • Adherence to CSC receipting and cash handling procedures • Adherence to Fraud Control policy and procedures

Accountabilities	Activities/Tasks include:	Success looks like ...
Customer service - telephone		
Dealing with customers over the phone with good verbal skills	<ul style="list-style-type: none"> • Greeting customers and identifying their needs - keeping customers informed of action being taken • Provision of information or referral to other Team for assistance • Issues and problems entered into Customer Request Management system Escalates issues or difficult situations to Team Leader/Manager	<ul style="list-style-type: none"> • Adherence to Telephone Service Standard • Adherence to Customer Service Charter • KPI - ratio between calls received and calls made is <20% • Answers incoming calls in a timely manner in accordance with industry best practice grade of service standard • Adherence to Complaint handling policy and procedure Benchmark Survey results met (team target >85%)
Telephone system operation	<ul style="list-style-type: none"> • Answering calls in a timely manner (within 20 seconds) • Allocating wrap-up codes in accordance with procedures • Applying break codes in accordance with procedures Transferring calls by announcing the customer's name and details of their enquiry	<ul style="list-style-type: none"> • Low number of instances of the system forcing agent out of the queue • Wrap-up code reporting completed • Break code reporting completed
Written communication		
Written Communication	<ul style="list-style-type: none"> • Compilation of template letters • Addressing of envelopes • Preparation of permits Writing and sending emails internally and externally, i.e. phone messages, requested documents	<ul style="list-style-type: none"> • Accurate collection and input of information • Task/requests actioned Adherence to Customer Service Charter
Learning through practice and training		
Training	Actively participates in training	Attendance at scheduled training and team development sessions, including those scheduled out of hours
Learns through practice	Puts learning from training into practice	<ul style="list-style-type: none"> • Errors are learned from and not repeated • key changes in processes are followed • Recognises when to ask for help KPI - ratio between calls received and calls made is <20%

Accountabilities	Activities/Tasks include:	Success looks like ...
IT applications (software) - use and transfer of knowledge		
Use of IT technologies	Utilises all IT applications to gather and transfer knowledge and respond to customer enquiries: <ul style="list-style-type: none"> • Knowledge Base, ECM, SAM, workstation folders and the Council's internet and intranet resources are referred to and used before contacting departments for information • Knowledge Base updated when new information becomes known New information is shared with team members	KPI - ratio between calls received and calls made is <20%
Use of the TechOne Customer Request Management System to refer customer requests to appropriate administration groups / department / officers	<ul style="list-style-type: none"> • Accurately collect and input information • Accurately refer customer requests to the appropriate officer/administration group/department • Full details obtained from customer • Comprehensively relays information to internal customers (other Teams) Minimise the need for internal customers (other Teams) to seek additional information from external customers	<ul style="list-style-type: none"> • KPI - NAR (name and address record) entry accuracy >98% Customer compliments / complaints
Workplace Health and Safety		
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures While at work, a worker must – <ul style="list-style-type: none"> (a) take reasonable care for his or her own health and safety; and (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. (Section 28 Work Health & Safety Act 2012)	
Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	NO
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA	
POSITION REQUIREMENTS/COMPETENCIES	
Organisational	
<ul style="list-style-type: none"> Community Focussed: considers community/customers in decision making Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others Create and Innovate: displays initiative & considers different ideas and perspectives Safety Focussed: takes responsibility for own and team's health, well-being and self-care 	
Position Specific	
<ul style="list-style-type: none"> Good computer skills, with the ability to learn and use Council's corporate applications Excellent verbal, written and interpersonal skills Demonstrated aptitude and attitude for working flexibly and cooperatively in a team environment 	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> Successful completion of year 10 (minimum) Experience delivering high quality customer service in a similar setting Cash handling, receipting and EFTPOS experience 	

REPORTING STRUCTURE	
Senior Leader	Senior Leader Stakeholder Experience
Team Leader	Team Leader Customer Service
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
All employees, plus Councillors	Respond to enquiries or complaints from the general public with a high level of service and a professional manner.
Customer Service team members	Close working relationship as part of the team
External	Nature of Relationships
All customers of the City of Launceston	Respond to enquiries or complaints from the general public with a high level of service and a professional manner.
Community stakeholders	Respond to general enquiries or complaints from regulatory agencies, suppliers, creditors, debtors and members of the business community

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$0

Permits	Process mall booking permits and parking permits in accordance with the Council's procedures and guidelines
Hiring Agreements	Sign hiring agreements in accordance with the Council's procedures and guidelines
Forms	Sign forms in accordance with the Council's procedures and guidelines

Confidentiality

Employees are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
<p>Expectations of a City of Launceston employee:</p> <ul style="list-style-type: none"> • Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism; • Seeks feedback broadly and asks others for help with own development areas; and • Translates feedback into an opportunity to develop.
<p>Expectations of a Customer Service Consultant:</p> <ul style="list-style-type: none"> • To maintain a high level of professionalism, which includes wearing the supplied corporate uniform and maintaining confidentiality in all dealings with customers

