

Position Description

Customer Care Specialist

Your role:	Customer Care Specialist, Libraries and Customer Service
You will report to:	Team Leader Council Customer Service
Your Directorate:	Community & Development
Your Salary Level:	General Officer Level 3, \$85,540.72 - \$92,407.73 pro rata
Special Conditions:	Must be able to travel between work sites and have availability to work across a 7 day roster as required A current National Police Certificate is required, and the incumbent must undertake Child Safe Environments Training every three years A satisfactory Medical Clearance for this role is required

Position Overview

This position delivers excellent customer service through a range of channels and provides specialised advice and support to customers, the Customer Service team and other internal stakeholders that results in an improved customer experience. This position works across multiple service points including Libraries, the Contact Centre and Front Counters in accordance with operational requirements and rosters.

This position works within a dynamic, service focused environment. Problems/decisions are usually addressed through policy and procedures. The incumbent may contribute and provide assistance to senior staff where there are no clearly established practices and procedures.

About the Team

You will be part of a dedicated Libraries and Customer Service team within a Directorate focused on shaping a vibrant and thriving community. Through strategic leadership, active collaboration, and a commitment to continuous improvement, the team delivers excellence in service across both library and council operations.

This team plays a vital role in fostering strong community connections and delivering outstanding outcomes in engagement and service delivery. Guided by the principles of the Customer Service Framework, team members are passionate about providing exceptional service that consistently prioritises the needs and experiences of our community

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Grounded In Trust	Build strong foundations through respect, safety, integrity and transparency
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future

Your Stakeholders

Internal	Library and Customer Service team, all other departments and employees across the organisation
External	The Adelaide Hills Community, including residents, landowners, business owners and operators, visitors, workers, students and volunteers

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Provide high-quality customer service across Council and Library service points, including phone, in-person, and online channels.
- Enter and update data across various systems to ensure customer records, service requests, and outcomes are complete, maintained, and compliant with Council procedures.
- Support customer service delivery at service sites by assisting users with borrowing, navigating digital collections, using public computers, accessing e-resources, while promoting digital literacy and inclusion.
- Accurately process payments, balancing and reconcile transactions, while following financial procedures to ensure secure and accountable handling of all monetary transactions.
- Maintain a well-presented, organised, and accessible environment in libraries and customer service centres, contributing to a positive and inclusive public space ensuring that displays and information are current and relevant.
- Provide specialised advice and support to customers, the Customer Service team, and internal stakeholders to enhance the overall customer experience.
- Manage and resolve complex, unusual, or escalated customer cases to ensure timely responses and positive outcomes working with internal and external stakeholders as required.
- Triage and process online customer enquiries and requests daily, ensuring efficient and accurate handling.
- Maintain and update the Knowledge Bank regularly to ensure it remains a reliable and accurate resource for staff.
- Identify customer service trends and operational gaps, providing feedback to the Team Leader to support continuous improvement.
- Assist with training of new or less experienced staff and contribute to achieving service level standards through professionalism and empathy.
- Demonstrate professionalism, empathy, and respect in every customer interaction, ensuring services reflect Council's commitment to community-first service delivery.

Position Criteria

Technical Knowledge & Experience	• Demonstrated commitment to outstanding customer service and the improvement of the customer's experience. • Ability to identify and interpret appropriate sources of information to provide the appropriate outcome for customers.	Essential
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	• Demonstrated ability to act as a case manager for complex customer enquiries and interactions and to manage and resolve complaints. • Ability to self-organise, work independently and meet deadlines with a high level of attention to detail and accuracy. • High level of digital literacy with the ability to work in multiple systems and customer service channels simultaneously showing a confident approach to emerging technologies and digital resources.	
	• Sound knowledge of Local Government roles, functions, processes and policies. • Understanding of the philosophy, role and purpose of a public library • Demonstrated competency in cash and payment handling, receipting and reconciliation processes. • Sound understanding of customer relationship management systems.	Desirable
Collaboration and Communication	• Excellent active listening skills with the ability to ask questions, identify needs and provide solutions according to Council policies and guidelines. • Excellent communication and interpersonal skills with the ability to build positive working relationships with internal stakeholders and peers. • Experience in contributing and being an active member of a high performing team. • Outstanding interpersonal skills and the ability to engage with a diverse range of people.	Essential
Qualifications	• Demonstrated experience in a contact centre or customer facing role.	Essential
Customer Service	• Demonstrated achievement in and enthusiasm for the provision of high-quality customer service	Essential
Government Experience	• Experience working in a local government environment	Desirable
Corporate Experience	• Working knowledge of Office 365 and use of corporate technology	Essential
Finance Delegations	• No	
People Leadership	• No	

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)
4. Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y	X				
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y	X				
Climbing e.g. stairs/steps/ladders	Y				X	
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	Y			X		
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y		X			
Pushing/pulling/dragging	Y		X			
Gripping/grabbing	Y		X			
Fine hand coordination	Y		X			
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	Y	X				
Work at heights	N				X	
Work in confined spaces	N				X	
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N		X			
Contact with chemicals/cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N				X	
Exposure to fumes/dust	N				X	
Managing security/private information	Y	X				

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y			X		
Dealing with difficult/complex negotiation of a personal nature	Y			X		
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y				X	
Working in a busy environment where time pressures and / or fast work pace may be required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				