

Position Description

Team Leader Council Customer Service

Your role:	Team Leader Council Customer Service
You will report to:	Coordinator Service Delivery
Your Directorate:	Community & Development
Your Salary Level:	General Officer Level 4, \$94,673.85 - \$101,540.86
Special Conditions:	<p>Some after-hours work will be required to ensure staff have a point of contact in case of illness or absence from rostered shifts, and to coordinate replacement coverage as needed.</p> <p>Must be able to travel between work sites when required.</p> <p>A current National Police Certificate is required, and the incumbent must undertake Child Safe Environments Training every three years</p> <p>A satisfactory Medical Clearance for this role is required</p>

Position Overview

This position is responsible for leading Council's Customer Service team in the delivery of a range of high quality frontline services to the community. This position coordinates the delivery of frontline customer service for the whole of Council, ensuring that service provision is accurate, timely and focussed on first-contact resolution as a preference.

This position works within a dynamic, service focused environment with ongoing changes. The incumbent will need to make judgement-based decisions within the parameters of established policies and procedures and being cognisant of the Coordinator Service Delivery's expectations.

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.

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. Within a department comprising approximately 36 staff members, the Team Leader Council Customer Service will have 12 direct reports.

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, land owners, 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

- Lead the customer service team in delivering accurate and timely customer service with a focus on first contact resolution via in-person, phone, and online channels.
- Proactively develop, implement and regularly review customer service procedures, processes and strategies.
- Ensure the customer service team works collaboratively across Council with organisational values modelled in all aspects of work and individual behaviours.
- Develop strong relationships with teams across Council through regular liaison and engagement.
- Effectively manage Customer Service Officers to ensure they have the training, information, and support required to deliver quality customer service.
- Supervise, develop, and coach staff to achieve results, ensuring development plans, regular feedback, and timely resolution of performance issues in consultation with relevant leaders.
- Support provided as required to the Coordinator Service Delivery and Manager Libraries and Customer Service to deliver strategic and/or corporate initiatives.
- Help maintain a well-presented, organised, and inclusive library and customer service environment, ensuring displays and information are current and accessible.
- Identify and monitor performance metrics and implement customer service innovations to drive continuous improvement and enhance the customer experience.
- Demonstration of professionalism, empathy, and respect in every customer interaction, ensuring services reflect Council's commitment to community-first service delivery.

Position Criteria

Technical Knowledge & Experience	<ul style="list-style-type: none">• Demonstrated commitment to outstanding customer service and the improvement of the customer's experience.• Demonstrated ability to lead, develop and coach a team to achieve strategic and operational outcomes.• Experience in training and mentoring staff to adopt new systems and practices, supporting continuous learning and improved service delivery,• Demonstrated ability to act as a case manager for complex customer enquiries and interactions and to manage and resolve complaints.• Demonstrated ability to self-organise, work independently and meet deadlines with a high level of attention to detail and accuracy.	Essential
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	<ul style="list-style-type: none"> • Sound knowledge of Local Government roles, functions, processes and policies. • Understanding of the philosophy, role and purpose of a public library • Sound understanding of customer relationship management systems. • Demonstrated competency in cash and payment handling, receipting and reconciliation processes. 	Desirable
Collaboration and Communication	<ul style="list-style-type: none"> • Experience in contributing and being an active member of a high performing team. • Excellent communication and interpersonal skills with the ability to build positive working relationships with internal stakeholders and peers. • Outstanding interpersonal skills and the ability to engage with a diverse range of people. 	Essential
Qualifications	<ul style="list-style-type: none"> • Tertiary qualifications (diploma level) in management, business or a related field or lesser formal qualifications with a combination of experience, expertise, and competence sufficient to perform the duties required at this level. 	Essential
Customer Service	<ul style="list-style-type: none"> • Demonstrated achievement in and enthusiasm for the provision of high-quality customer service 	Essential
Government Experience	<ul style="list-style-type: none"> • Experience working in a local government environment 	Desirable
Corporate Experience	<ul style="list-style-type: none"> • Working knowledge of Office 365 and use of corporate technology 	Essential
Finance Delegations	<ul style="list-style-type: none"> • Yes 	
People Leadership	<ul style="list-style-type: none"> • Yes 	

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
2. Frequent (occurs 1-2 times daily)
3. Occasional (occurs 2-4 times per week)
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	N				X	
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	N			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 maybe 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				