

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Customer Care Officer	Level	4
Business Unit	Communications and Stakeholder Relations	Position Number	Various
Directorate	Governance and Strategy	Date Established	May 2021
Reporting to	Team Leader Customer Care	Date Updated	February 2026

2. KEY OBJECTIVES

- Provide high quality customer service to internal and external customers of the City of Joondalup customer contact centre.
- Undertake administration duties in support of customer contact centre activities.

3. KEY ACCOUNTABILITIES

- Strive to ensure first contact resolution by providing consistent, accurate, effective and timely solutions and information to customers within service standard requirements.
- Promote, support and model customer centric behaviours in all interactions and demonstrate behaviours that reflect a commitment to customer service excellence and a champion for customer issue resolution.
- Undertake activities in accordance with relevant legislation, policies, protocols, procedures, practices and frameworks.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Ensure customer interactions and other corporate information are accurately and promptly recorded and maintained within the relevant City systems, with confidentiality maintained.
- Ensure administrative, cashier and financial duties performed accurately, efficiently, and within statutory requirements, agreed timeframes and established practices.
- Comply with Work Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Customer Service

- Deliver a quality customer service experience to customers at any stage in the customer lifecycle using a range of service delivery channels and contact points including, but not limited to, face-to-face, phone, email and webchat.
- Handle a high volume of incoming calls daily, ensuring each customer receives timely and accurate information.
- Identify customer needs and requirements on a range of matters.
- Respond to and assist with customer enquiries and requests, including responding to feedback and/or providing relevant information, material, or forms on a range of service areas including Community Safety, Parking Services, Rating Services, Leisure and Cultural Services and Infrastructure Services.
- Provide first contact resolutions for all queries and/or refer, direct or escalate to specialist teams or service areas.
- Collaborate with relevant City teams and employees to resolve service delivery issues and providing timely status updates to customers.
- Assist with and ensure visitors and visiting employees meet building access requirements.
- Inform the Team Leader Customer Care of customer service issues and feedback.
- Proactively identify areas of improvement in service delivery and support initiatives to enhance customer experiences.
- Participate in, contribute to, and engage in training, learning, development, and coaching opportunities to improve performance and enhance service delivery.
- Undertake other assigned tasks which support the delivery of customer service.

Outcome: Administration Support

- Update, record and maintain customer interactions, customer requests, customer records and other corporate documentation in relevant systems including the City's recordkeeping system and customer relationship management system.
- Undertake revenue receipting and other financial activities.
- Accept and register incoming and outgoing mail deliveries.
- Handle incoming and outgoing deliveries (e.g. couriers or in person information).
- Assist in the collection of relevant information and data to support efforts to improve the service delivery of the sub-unit.
- Participate in the development and update of business unit procedures.

- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Demonstrated active listening, questioning and interacting to identify, interpret and respond to customer needs.
- Demonstrated verbal and written communication skills, including emails and letters.

- Demonstrated interpersonal skills to interact professionally with a diverse group of internal and external stakeholders.
- Developed organisational and time management skills with the ability to multi-task and prioritise allocated work.
- Demonstrated computer literacy/keyboard skills including Microsoft Office.
- Demonstrated ability to follow work instructions, guidelines and processes.
- Situational problem-solving skills with the ability to effectively handle challenging situations in a resilient, calm, and professional manner.

Knowledge:

- Working knowledge of customer service principles and practices.
- Working knowledge of cashier operations and cash handling processes and procedures.
- Knowledge of Local Government services and operations.

Experience:

- In a contact centre or customer service role providing first contact resolution over various contact channels.
- Handling a high volume of calls daily.
- Conducting administration duties.
- Working in a team environment.
- In the use of information systems and technology.

Qualifications / Clearances:

- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Follows standards/procedures; freedom to act within established guidelines and practices.
- Work outcomes are clearly defined and monitored.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative and judgment in within clearly established procedures and/or guidelines.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general supervision

Internal:

- Infrastructure Services directorate
- Rating Services sub-unit
- Facility Booking Officers
- Cultural Services sub-unit
- Planning Services business unit
- Community Safety business unit
- Regulatory Services business unit
- All other business units

External:

- Residents and ratepayers
- General public and visitors
- Contractors
- Local business owners
- Government agencies

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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