

CUSTOMER EXPERIENCE OFFICER

POSITION ID	
CLASSIFICATION & TENURE	Band 4
DIRECTORATE	Development and Community
DEPARTMENT	Customer, Community and Economy
LOCATION	Creswick, Daylesford, Trentham and/or Clunes
REPORTS TO	Team Leader Customer Experience
DIRECT REPORTS	NIL

OUR VALUES



POSITION PURPOSE

Our Customer Experience Team supports all areas of Council as the face of Hepburn Shire. The role aims to provide a consistently high level of customer service to the community. A strong awareness and understanding of our community, systems and organisation, means that matters are resolved at the first point of contact where possible. Excellence in customer service is embedded into all activities with patrons, colleagues and the community.

KEY RESPONSIBILITIES AND DUTIES

- Carry out all customer service and library tasks as required professionally and in line with operating procedures.
- Handle all financial tasks with care and responsibility, in line with Council policies and processes.
- Display diligence in system entry areas ensuring appropriate detail and accuracy of information.
- Provide information and advice about Council services.
- Actively demonstrate a culture of excellent and innovative customer service.

- Maintain proficient use of Council systems and understand how to seek organisational knowledge via Council's intranet, website and frequently asked questions database.
- Handle all formal customer complaints in accordance with Council's Complaints Handling Procedure.
- Work to be an integral member of the Customer Experience and Libraries team including participation in team projects and procedure improvement.
- Proactively respond to customer requests.
- Promote Council as a customer-focused organisation and advance the public image of Council at all times.

Library responsibilities – as required

- Provide assistance and training to patrons using our website, databases, eBooks, online resources and technology.
- Ensure daily library tasks are completed (i.e. holds, shelf reading, duplicates, repairs, book displays).
- Maintain collection and hub presentation in line with agreed procedures and Central Highlands Library requirements.
- Actively participate in the planning, support and delivery of library programming and events, for example rhyme time, storytime, kindergarten and school visits, maternal and child health visits, school holiday programs, youth activities, adult programs, author talks and library displays.

ORGANISATIONAL RESPONSIBILITIES

Policies, Legislation, Behaviours & Values	• Comply with all Council policies, procedures, and goals, including the Code of Conduct and Council's adopted values and the regulatory and legislative requirements relevant to the department. • Demonstrate behaviours of the highest integrity, free from bullying, harassment and discrimination.
A Safe and Healthy Workplace	• Embrace Council's commitment to providing a safe and healthy working environment by performing duties in accordance with the Occupational Health & Safety Act 2004, OHS Regulations 2017, codes or practice, policies and procedures. • Ensure that due care and diligence is undertaken at all times and that actions do not create a risk to self and others • Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
Child Safe Standards	• Hepburn Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential. • Hepburn Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005 and the Child Safe Standards. • All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their

	knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.
Confidentiality	• Maintain confidentiality in respect of all dealings of a sensitive or confidential nature. • Ensure Council records are maintained in the approved record management system in an accurate and timely manner.
Customer Experience	• Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review and implement strategies to improve customer experience quality and efficiency.
Emergency Management	• Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
Corporate Training	• Participate as directed in training and education to maintain compliance and up-to-date knowledge.
General	• Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement. • Other duties undertaken are within the scope of the employee's skills, competence, and training, relevant to the position band, as requested by the people leader.

CLASSIFICATION DEFINITIONS

Accountability & Extent of Authority	• The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures. • Sufficient freedom to plan their work at least a week in advance. • Timely handling of customer queries and complaints. • Ensuring that correspondence is completed in efficient time frames. • Ensure maintenance of confidential and sensitive information. • The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes. • All decisions must conform to and be within the constraints of statutory obligations, Council policies and procedures.
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Judgement & Decision Making	• The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives. • Ability to make decisions within the daily operation of the position and established standards, procedures and guidelines. • Guidance and advice are always available within time required to make a choice.
Specialist Skills & Knowledge	• Proficient computer skills and experience with relevant electronic database applications, programs and software. • Proficient in the application of customer service techniques. • Requires an understanding of the relevant technology, procedures and processes used within the operating unit. • An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation. • Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions.
Management Skills	• The employee must have a basic knowledge of human resource practices. • Skills in managing time and planning and organising one's own work.
Interpersonal Skills	• The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities. • Well-developed written skills for preparation of routine correspondence.
Qualifications & Experience	• Relevant experience in previous administration customer service roles. • Experience in working in Local Government or similar environment will be highly regarded.

SELECTION CRITERIA

Selection will be based on the following selection criteria however, reference will also be made to other listed skills, knowledge, and attributes as required in the Position Description.

- Relevant experience in previous administration customer service roles including handling cash and money reconciliation.
- Proficient in the application of customer service techniques.
- Excellent communication, interpersonal and customer relations skills.
- The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Well-developed written skills for preparation of routine correspondence.
- Proficient computer skills and experience with relevant electronic database applications, programs and software.
- Skills in managing time and planning and organising one's own work.
- Commitment to Hepburn Shire Council's values: Accountability, Respect, Excellence, Trust, and Fun.

OTHER REQUIREMENTS

- Maintain a clear criminal history
- A current and satisfactory (employee) Working with Children Check identifying Hepburn Shire Council as the employer.
- A current Australian Driver's Licence is required as travel within the Shire is required from time to time and no public transport is available.

APPROVAL

Approved by (Department)	Yes
Reviewed by (P&C)	Yes
Date	16/02/2026
Employee Acceptance	Your signature indicates your understanding, agreement and approval of the position description. This position description is current at the date of issue and subject to the review at least annually, in consultation with the employee.
Name	
Signature	
Date	

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling - above 5 kg below 10 kg			X	
Manual handling - above 10 kg			X	
Manual handling – lifting above shoulder			X	
Working with arms above head			X	
Repetitive bending/twisting		Library	CX	
Using vibrating / powered hand tools				X
Close inspection work				X
Working in dusty / slippery / wet conditions				X
Wearing safety shoes/boots (steel cap)				X
Wearing hearing / eye protection				X
Using chemicals				X
Repetitive hand washing / cleaning				X
Working at heights				X
Working in confined spaces				X
Working in heat (over 35 C)				X
Working in cold (under 5 C)				X
Driving vehicles / operating plant				X
Using a keyboard		X		
Writing by hand		X		
Transcribing from hard copy			X	
Audio transcription				X
Handling difficult customers onsite		X		
Handling difficult customers offsite			X	
Making decisions that impact on other employees (disciplinary / restructure /				X
Other				