EMPLOYEE POSITION DESCRIPTION

TITLE: CUSTOMER LIAISON OFFICER 0.80FTE

STREAM: GENERAL OFFICERS

LEVEL: 2

SECTION: CORPORATE AND CUSTOMER SERVICE

POSITION NO.: 10173 **REVISED:** OCT 2026

Summary of Responsibilities

Reporting to the Team Leader, Customer Liaison, the Customer Liaison Officer contributes to Council's reputation and customer experience by delivering high-quality frontline customer service across multiple channels. The role develops positive relationships with customers, provides advice and information on Council services, seeks opportunities to achieve first-contact resolution, and ensures enquiries are managed efficiently, professionally and with a strong focus on customer satisfaction.

Position Objectives

The objective of the position is to provide a quality first point of contact for all customers and visitors by directing or dealing with all enquiries, requests and complaints relating to Council activities via the front counter, electronic contact or by telephone, to agreed Customer Service Framework standards.

This position is also responsible for providing professional, accurate and efficient service to internal clients within required timeframes.

Position Specification

The Customer Liaison Officer will be responsible for undertaking a range of duties to support the provision of quality customer service:

- Undertake customer interactions via front counter service desk and telephone.
- Manage incoming customer interactions efficiently and accurately as per current service standards and KPIs.
- Facilitate the accurate and efficient transfer of the customer interaction to the appropriate officer in instances where additional expertise is required.
- Undertake a range of administrative and financial activities to support the delivery of quality customer service, including but not limited to:
    - Lodging Customer Service Requests for action
    - Processing animal registrations, renewals and transfers via DACO

  - Undertaking activities related to accurately handling financial transactions, including receipting, reconciliation and banking
  - Maintain Council's front counter and public display material
  - Civic Centre opening and closing procedures
  - Issuing of a wide range of permits
  - Maintenance of front counter key register
  - Maintain cat cage hires
  - Internal car pool assistance
  - Daily mail and internal costings
  - Preparation of Agendas and Minutes for the organisation as required
  - Maintain visitor and contractor sign-in/out logs
  - Provide administration support across the organisation
- To provide assistance and support to the Team Leader Customer Liaison with specific tasks and projects.
- Assist in ensuring all customer service and cashiering procedures are reviewed regularly.

Other duties, within the classification level, as directed.

Requirements of the Position

Skills
- Demonstrated commitment to high-quality customer service standards, using well developed oral and written communication skills, within a service delivery environment.
- Demonstrated ability to communicate clearly and professionally, both verbally and in writing, with a high standard of English grammar, spelling and attention to detail.Highly developed computer skills, including Microsoft Office, the Internet and experience using corporate software relevant to service delivery with accurate data entry.
- Ability to complete tasks under supervision within agreed procedures and timeframes.
- Ability to work within in a team environment.
- Sound problem solving skills.
- Ability to deal with difficult situations.
- Ability to maintain a high degree of confidentiality.

Attributes
- Excellent interpersonal communication and liaison skills, including the ability to deal with a wide range of people.
- Skilled in customer service and a proactive, customer focused attitude.
- Ability to exercise initiative and judgement within defined, established procedures and practices.
- Assist in the interpretation of matters for which there are no clearly established procedures and practices.
- Demonstrated ability to work effectively in a team environment to achieve individual and team objectives and key performance targets.
- Good organisational and time management skills, including the ability to deal with several issues, tasks and projects concurrently.
- Ability to conduct oneself in a professional manner at all times.
- Demonstrates behaviours consistent with the City of Victor Harbor's values of ***Trust, Respect, Accountability, Collaboration*** and ***Innovation.***

Knowledge
- Demonstrated knowledge of customer service principles.
- Knowledge of Council policy, procedures and responsibilities.

Training
- Participate in staff development and training programs as required.

Experience
- Experience in a customer service environment.
- Experience in administrative practices and procedures.
- Experience in using relevant information technology (e.g. MS Office Suite, Internet)
- Experience in a local government customer service environment.

Special Conditions
- The incumbent of this position may be required to work outside standard hours in special circumstances.
- Required to hold a current Class C South Australian drivers licence.
- As the front line of customer service, the incumbent is required to wear a Council uniform. A uniform allowance will be provided in accordance with the current Enterprise Agreement.

Requirements of the Employee

Work Health Safety Responsibility

Ensure as a matter of self-interest, and as a legal obligation, that nothing is done to make work health and safety provisions less effective.

In particular, each employee must:
- Take reasonable care to protect their own safety at work.
- Not endanger any other person through any act or omission at work.
- Correctly use all equipment provided for work health and safety purposes.
- Obey all instructions issued to protect their own personal work health safety and the health and safety of others.
- Not, by the consumption of alcohol or a drug, be in such a state to endanger their own safety at work or the safety of any other person at work.
- Report all accidents to their supervisor, and report or make such recommendations to their supervisors, as they deem necessary to avoid, eliminate or minimise any hazards of which they are aware regarding working conditions or methods.
- Be aware of the requirements under the Council's Work Health and Safety Policy Guidelines.
- Keep their work area tidy.
- Be encouraged to participate in the election of Health and Safety Representatives.

Organisational Culture

Our organisation is guided by five key values that define our culture and support our mission to deliver exceptional outcomes for our community. By embracing Trust, Respect, Accountability, Collaboration and Innovation, we create a workplace where people thrive, ideas grow and our community benefits. We look for individuals who share this commitment and model these values in all aspects of their work.

Records Management

Employees have a legal obligation to meet the requirements of the State Records Act and to comply with corporate Records Management Policy, Procedures and Standards and to properly use Council's corporate Records Management Systems.

Information Technology

Leveraging technology is vital in delivering the Council's strategic direction, to improve the customer experience, drive efficiency and simplify access to information. Employees have an active role in contributing to the ongoing development of organisational systems.

Customer Service

Employees are committed to providing the highest quality Customer Service both internally and externally and will ensure they comply with the City of Victor Harbor Customer Service Framework.

The Customer Service Framework includes service standards and general information that details the required commitment to customers and the community. This helps to ensure that all reasonable requests and enquiries, including complaints, are responded to in a courteous, consistent, timely and fair manner and that Council resources are used efficiently and effectively.

Performance Evaluation

Performance evaluation shall occur in accordance with the Performance and Development Process (PDP) Procedure and will take into account the performance against this position description (PD) and the performance indicators contained in the PD.

Review

This job description is subject to annual review, during the Performance and Development Process, with amendments as required.

Organisational Relationship

This position sits within the Corporate and Customer Services Department, Customer Service section and is responsible to the Manager, Library and Customer Service. The Customer Liaison Officer position reports directly to the Team Leader Customer Liaison.

Selection Criteria

Essential criteria:

- Demonstrated experience in providing professional front line customer service delivery activities face to face and via the telephone.
- Demonstrated commitment to provide high level customer service to ratepayers and the community, meeting the City of Victor Harbor Customer Service Objectives and Charter
- Outstanding communication skills, both verbal, written and interpersonal.
- High level understanding of customer service principles.
- Sound time management skills and organisational skills.
- Demonstrated ability to work as part of a team.
- Cash handling and financial transaction skills.
- Ability to deal with difficult customers.
- Accurate keyboard skills and the ability to effectively operate various computer software packages.
- Ability to cope with high volume workloads and prioritise tasks under pressure.
- Ability to maintain a high level of confidentiality.
- Ability to consistently demonstrate behaviours that reflect the City of Victor Harbor's organisational culture and values-based expectations.

Desirable criteria:

- Experience in a Local Government customer service environment.
- Knowledge of Local Government, its role and type of services provided.
- Knowledge of Council's policies, procedures and responsibilities.
- Ability to carry out routine and repetitive tasks.
- Goal setting skills.
- Research skills.

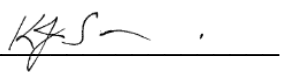
Performance Indicators

Primary Responsibility*	Target/Indicator*
Customer service delivery	Meets agreed standards within City of Victor Harbor Customer Service Framework.
Quality and timeliness of service provision and customer service tasks.	Key responsibilities completed within established timeframes and to agreed standards.

***Indicators and responsibilities to be reviewed on a regular basis and are subject to change**

Document Administration

Position Description approved by Director Corporate and Customer Service

Signed

Date 05/11/2026

Current incumbent:

Date appointed to position:

Date position description last reviewed: October 2026

Next review date: September 2027

Copy of Position Description provided to incumbent:

Signed: _____ (incumbent to sign and date)

Date / /