

# CUSTOMER SERVICE OFFICER

The Customer Service Officer at Hobsons Bay City Council serves as the primary point of contact for delivering exceptional customer service and accurate information to the community.

A Customer Service Officer role at Hobsons Bay is a dual focus role, that supports customer experience and our Library services.

Emphasises first contact resolution, promoting council services, and maintaining a strong knowledge of council operations. Flexibility and adaptability are crucial as the position evolves to meet community and organisational needs.

## Key Duties may include:

### *Customer Experience:*

- Provide timely and accurate information/resolutions via phone, face-to-face, and online.
- Utilise technology to enhance service delivery and assist with technology inquiries.
- Promote council services and maintain a culture of excellent customer service.

### *Library Duties:*

- Support library operations including circulation, shelving, and promotions of library resources.
- Encourage usage of online tools and resources.
- Assist with IT issues and promote positive literacy behaviours.

## Experience needed:

Experience in, or a willingness to learn the delivery of customer service via a range of contact channels: phone, face to face, email, live chat and social media.

Experience working in a team environment.

## Where can this role take me:

- Senior Customer Service Officer
- Customer Experience Advisor
- Customer Service Manager

Customer Service is a vital skill and as such experience in roles like these can support many career paths.