

# Position Description (Employee)

## Customer Service Analyst

Division	People Performance & Technology
Business Unit	Customer Service
Grade/Band	Band 5
Position Number	DD4515
Date position description approved	6 Nov 2019

### Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

### Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

### Primary purpose of the position

The purpose of this role is to analyse and interpret the data collected within the Customer Service Business Unit to support and validate decisions, inform transformation and improve the customer experience.

### Key accountabilities

- Develop business unit reports that accurately detail the Customer Service business units performance against objectives
- Analyse and interpret data to and identify trends and opportunities to support and validate decisions, inform transformation and improve the customer experience with the business unit
- Maintain database of Customer Service projects, monitor performance and complete progress reports
- Administer the City's on-line survey account (e.g. Survey Monkey) through the monitoring of licenses and identifying improvement opportunities

- Conduct Voice of the Customer surveys (VoC), report findings and escalate customers for contact;
- Develop and update monthly rosters to in accordance with contact centre workforce optimisation principles;
- Review customer case histories relating to the City's Unreasonable Conduct by Customers (UCC) policy and provide recommendations to the Manager Customer Service
- Adhere to all relevant Council policies and procedures.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

## Key challenges

- Coordinating information from disparate sources and systems;
- Ensuring integrity of manually collected data;
- Ensuring single source of truth for all Customer Service data;
- Providing open and candid feedback across the organisation in a sensitive way improve the customer experience

## Key relationships

Who	Why
<b>Internal</b>	
Customer Service Leadership Team	<ul style="list-style-type: none"> <li>• Receive information on progress towards business objectives and discuss future directions</li> <li>• Provision of information to inform decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Customer Service Business Unit Team	<ul style="list-style-type: none"> <li>• Coordinating project updates</li> <li>• Provision of system data to inform unit reporting</li> </ul>
Customer Service Team	<ul style="list-style-type: none"> <li>• Be role model of expected behaviours</li> </ul>
Data & Information Management	<ul style="list-style-type: none"> <li>• Developing reporting dashboards</li> </ul>
Other Business Units	<ul style="list-style-type: none"> <li>• Provision and presentation of Voice of the Customer reports and insights</li> </ul>
<b>External</b>	
After Hours Contact Centre	<ul style="list-style-type: none"> <li>• Provision of data to inform reporting</li> </ul>

## Key dimensions

### Decision making

The position is accountable for decisions on a day to day operational basis.

### Reports to

Manager, Customer Service

## Essential Knowledge, Skills & Experience

- Tertiary qualifications at degree level in a relevant discipline and / or extensive relevant knowledge;
- Demonstrated experience mapping data to develop meaningful reports;
- Experience in analysing data, identifying trends and making recommendations based on the insights;
- Experience with effectively and efficiently using reporting tools such as Business Objects, Microsoft Power BI, Excel (intermediate / advanced) etc.;
- Understanding of customer service metrics and data;
- Demonstrated experience creating impactful visual presentations;

## Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Adept
	<b>Demonstrate Accountability</b>	<b>Advanced</b>
	Manage Self	Adept
	Display Resilience and Adaptability	Adept
Relationships	<b>Work Collaboratively</b>	<b>Advanced</b>
	Communicate and Engage Respectfully	Adept
	Community and Customer Focus	Adept
	Influence and Negotiate	Adept
Results	<b>Deliver Quality Results</b>	<b>Advanced</b>
	Create and Innovate	Adept
	<b>Plan and Prioritise</b>	<b>Advanced</b>
	Think and Solve Problems	Adept
	Financial Integrity	Intermediate

Resources	<b>Technology and Information</b>	<b>Adept</b>
	Assets and Tools	Intermediate
	Procurement and Contracts	Intermediate

## Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that be meet at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity & Courage	Foundational	<ul style="list-style-type: none"> <li>Is open and honest</li> <li>Tells the truth and admits to mistakes</li> <li>Follows the code of conduct, policies and guidelines</li> <li>Has the courage to speak up and report inappropriate behaviour and misconduct</li> </ul>
<b>Personal Attributes</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>Takes responsibility for own actions</li> <li>Completes tasks he/she has agreed to on time</li> <li>Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly</li> <li>Takes care of own and others' safety and wellbeing by following safe work practices</li> <li>Identifies and speaks up about risks in the workplace</li> </ul>
<b>Personal Attributes</b> Display Resilience and Adaptability	Foundational	<ul style="list-style-type: none"> <li>Adapts to changing work tasks and environments</li> <li>Is open to new ways of doing things</li> <li>Stays calm in difficult situations</li> <li>Does not give up easily when problems arise</li> <li>Asks questions and offers own opinion</li> </ul>
<b>Relationships</b> Community and Customer Focus	Foundational	<ul style="list-style-type: none"> <li>Shows awareness that he/she is working for the community</li> <li>Shows respect, courtesy and fairness when interacting with customers and members of the community</li> <li>Listens and asks questions to understand customer/community needs</li> <li>Informs customers of progress and checks their needs are being met</li> </ul>