

MY ROLE

Position Title:	Customer Service Officer
Worksite:	Melbourne
Department:	Terminal Services
Role reports to:	Terminal Services Supervisor
Reports to role:	Nil
Authorised by:	General Manager - Port Operations
Date Prepared:	01 January 2014
Last Revised:	10 May 2018
Occupant	
Salary	Group C, Grade 1, Level A + 25% Loading
Status	Casual Provide relief cover as required

1. General Position Overview

The role of the Customer Service Officer (CSO) has three main objectives:

- Deliver high quality customer service
- Prepare and assist in the coordination of voyage material relating to all areas of the department
- Ensuring effective and punctual operations resulting in on time departures

2. Role Environment

The role is based at the TT-Line Company Pty Ltd operations in Melbourne, Victoria. The role reports directly to the Terminal Services Supervisor – Melbourne. The key stakeholder interaction will be with internal and external customers:

- To ensure any contact the Terminal Services Department has with all internal and external customers, (verbal and written) is accurate and of the highest professional standard
- Deliver accurate information to Spirit of Tasmania with respect to the delivery of voyage material and records
- Demonstrate a positive work ethic and commitment to the company and specifically to the Terminal Services Department

3. Key Responsibilities

In addition to those outlined under “Role Environment”, the CSO will be responsible for:

- Regularly communicating with peers ensuring an understanding of company objectives aspirations and other information
- Involvement in group participation and discussion, adopting and implementing improved work procedures
- All aspects of work is performed in conjunction with the Terminal Services Procedures Manual
- Work assigned to your area of responsibility completed in a timely manner
- Alerting Management in a timely manner to staff issues that require attention beyond your role

4. Key Accountabilities

- Ensuring effective and efficient operations resulting in on time departures whilst producing timely and accurate information
- Provision of high quality customer service resulting in satisfied passengers and clients, in accordance with the Terminal Services Procedures Manual
- Contributing to Spirit of Tasmania through taking initiative to perform corporate duties
- Ensuring Terminal Services Department is free of harassment and discrimination

5. Qualifications

Package knowledge

- Word
- Excel (essential)

6. Experience

- High level customer service
- Tourism and Hospitality Industry experience
- Intermediate computer skills
- Cash handling/EFTPOS
- Experience in Freight Industry (desirable but not essential)

7. Competencies

- Makes a positive contribution to others in terms of ideas and morale
- Shows good judgement in prioritising own work
- Produces an appropriate volume of output per time period without compromising quality
- Enthusiasm in learning
- Effective listening and observation

8. Attributes

- Time management and organisational skills
- Ability to source accurate and correct information to assist in problem solving
- Excellent written and oral communication skills
- A close attention to detail and presentation
- Supports high corporate reputation by appearance and action

9. Common Standards

As an employee of TT-Line Company Pty Ltd, you are required to meet a number of common standards of behaviour, accountabilities and outcomes that include but are not limited to:

- Reinforce correct safety behaviours, report all hazards and incidences
- Comply with all safe work practice
- Take responsibility for your own safety and that of others
- Maintain a comprehensive knowledge and comply with company policies
- Ensure that you do not harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment
- Manage your own performance to ensure that you meet the ongoing requirements of your role
- Ensure that your personal behaviour is consistent with company values and the company code of conduct at all times

This My Role provides a general guide as to the accountabilities of this role. It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.