

Customer Experience Data & Reporting Officer

Reports to	Manager, Citizen Connect	Key Relationships	Customer Service Team Leader
Classification	Band 5		Knowledge Base Advisor
Position number	270024		Customer Service Officers Transformation team
What will you do?		Who are you?	
<p>Service outcomes</p> <ul style="list-style-type: none"> To ensure the integrity of our customer data, including customer enquiries, requests and complaints so it can be used to provide meaningful reports to assist and inform decision making across the organisation. Improve the quality of customer records - through ongoing auditing and cleansing of customer related data. Support the customer service team and the broader organisation with the provision of best practice advice to make data management easier, more responsive and user friendly. Integrate data across different systems to produce regular and standard reporting to measure performance. <p>Systems and process</p> <ul style="list-style-type: none"> Enhance customer data management capabilities. Develop contemporary data governance/management processes in consultation with Manager - Citizen Connect and other key business owners. Provide advice in relation to customer data and reporting in projects and activities. Implement robust information management practices in own work. <p>Engagement</p> <ul style="list-style-type: none"> Provide first line training staff, including induction training for new starters and/or refresher training for experienced staff. Be accountable, approachable and customer focussed in all facets of the role. Work across our organisation to develop relationships critical to success. 		<ul style="list-style-type: none"> Tertiary qualified in a related discipline and/or relevant experience in a similar role. An advanced user of Excel with SQL skills or experience querying databases and/or using business intelligence and other reporting tools. Experienced and knowledgeable about best practice data management and reporting practices. Able to extract and interpret data and produce business reports. A producer of high quality work with a keen eye for detail. Flexible and able to respond to changing priorities and complete tasks within timeframes. A customer focussed professional with the ability to build relationships with stakeholders. Familiarity with applications such as Tech One (Property and Rating), GIS systems, Microsoft Dynamics or similar would be advantageous. <p>What do we expect?</p> <ul style="list-style-type: none"> Model and lead our values. Be dedicated to delivering a consistent, connected and customer focused service. Be committed to maintaining a safe and healthy workplace. Act consistently with our Employee Code of Conduct. Be flexible and responsive and prepared to step-up in times of need. 	

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What are your key responsibilities?

Service delivery	<ul style="list-style-type: none"> • Undertake frequent data cleansing activities including identifying then deleting or merging duplicate records. • Conduct audits on customer related data in CRM and other key systems. • Resolve specific customer data problems and queries. • Provide advice in relation to best practice approaches to data management. • Develop and maintain business rules and processes pertaining to the use of customer data and contribute to development of relevant policies and documentation. • Extract relevant customer related data from CRM and other key systems. • Generate reports and information from relevant systems and respond to requests for customised reports – particularly related to CRM and Contact Centre applications. • Develop metrics and analyse data to support business decisions. Create and maintain regular reports on how the business is performing in relation to customer experience – such as KPI reporting, service delivery on time and contact centre measures.
Systems and process	<ul style="list-style-type: none"> • Implement processes to improve data quality. • Suggest improvements to data collection processes. • Represent Citizen Connect in projects and meetings – providing advice relating to customer data. • Ensure organisation wide adherence to data governance processes, via audits/sampling and exception reporting.
Engagement	<ul style="list-style-type: none"> • Provide first line training and advice regarding best practice customer data management. • Build and maintain relationships with key stakeholders across the organisation. • Participate actively in the team to achieve objectives and overall success. • Complete annual Performance Development Process. • Represent Citizen Connect at internal and external forums and meetings as required.

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What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> • Accountable for the maintenance of customer data across CRM and other key systems in line with organisation policy and procedure. • Accountable for the enhancement of the quality of customer data across CRM and other systems. • Authority to provide general advice and guidance to stakeholders in relation to customer data.
Judgement and decision making	<ul style="list-style-type: none"> • Ability to resolve occasionally complex matters and identify solutions and make recommendations. • Provides input into procedure development. • Guidance and advice is available within the team.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Advanced Microsoft Excel skills with SQL knowledge and experience querying databases and/or using business intelligence and other reporting tools. • Understanding of data management principles and policies and the ability to apply them in practice. • Is able to interpret data from a variety of sources and produce integrated reports and dashboards. • Understanding of the function of customer data systems and how they assist in achieving organisation goals. • Knowledge of best practice and relevant legislation relating to information and records management.
Management skills	<ul style="list-style-type: none"> • Demonstrated ability to complete tasks within tight timeframes and the flexibility to respond to changing priorities. • Ability to manage time, set priorities and organise work outputs.
Interpersonal skills	<ul style="list-style-type: none"> • A high level of attention to detail to produce high quality work. • The ability to build relationships with stakeholders to encourage good practice regarding customer data. • Well-developed written communication skills, including the ability to prepare a range of correspondence and reports.
Qualifications and experience	<ul style="list-style-type: none"> • Tertiary qualified in a related discipline and/or relevant experience in a data quality, reporting analyst or similar role. • Experience managing data within integrated databases. • Previous experience in Local Government advantageous.