

CUSTOMER SERVICE

Changeover Day Checklist – Administration office and other customer contact points

The front office function of customer service i.e. the Administration Office customer service / reception area, is the main customer interface point for the new entity and represents the 'face' of the organisation. Ensuring that front line staff and the premises/foyer/customer chamber is fully prepared for the changeover day is an imperative as it will send a strong message to rate payers and the community at large that the new entity is well prepared, well organised and "open for business".

Tasks	Comment
Doors need to open on Day 1	Vital to have the business operate as usual
Appear as one organisation	Displays a positive and confident attitude. Ready for business
Common brand	Unified organisation
Common Phone Number	Central phone number fax number, email address to ensure ease of access for customers
Customer Service Standards	Agreed service standards for responding to external queries for written, telephone, in person to provide efficient and accurate information. Also includes standardised process for complaint handling.
Business entity	Confirm mailing address, business entity details including ABN etc
After hours contacts for emergencies	Ensure all contact details are confirmed and readily available. Includes security, rangers etc
Staff need to know organisational structure and counterparts	CSO's need to know who to refer requests/enquiries to ensuring customer service is not compromised
Staff need to know location of all service centres	Important that staff have the knowledge to impart to customers
Staff levels and Resourcing	Vital from Day 1 – front/call staff
Internal Corporate Calendar of Events	Will assist staff in understanding what to expect and when i.e. rates cycles and other significant milestones
Process for internal information distribution	Need to ensure that transactions are recorded and distributed appropriately
Standard Greetings	Professional image established from the start
Service provision	Confirm expectations in regards to the services to be supplied on Day 1 i.e. acceptance of Development Applications at any shop front
Computer access	All CSO's have access to a centralised system. Ensure training and inductions are completed prior to changeover day if required
Completion of any transaction at any centre	Ensure training and inductions are completed prior to changeover day. All cash management matters are addressed.
Staff Training	Staff training and procedures completed to ensure smooth transition on Day 1
Familiar Faces – staff retention	Sense of consistency for customers
Call Centres	Where applicable, ensure all training, inductions and system information is updated.
Council policies	Need for standardisation so no confusion for customers
Hours of Operation	Consistent operating hours, these need to be well communicated and reviewed for appropriateness
Keeping up Standards	Ascertain customer expectations and aim to meet where appropriate
Standardisation of processes and procedures across all shop fronts (if applicable)	To ensure consistent levels of service and ability to move staff accordingly to cover leave, absenteeism etc
Fleet car available for banking or other (if required)	To ensure key tasks are undertaken safely and effectively

Calendar of corporate events / activity:

It is recommended to establish a calendar of events so that staffing requirements can meet peak workloads. Training and development opportunities can also be addressed beforehand so that service provision is seamless.

Complete to suit your organisational needs (example only).

Transaction Type	Number	Due Date
Rates Notices	17000	
Rates Reminders		
Final Demands		
Debtors/Supplementary Notices		
Rates Reminders		
Supplementary Rates Notices		
Licensing??		
Customer Accounts (Debtors) Do you assist any departments with mail outs?		
Registrations?		