



MEDIA RELEASE: WEDNESDAY, 12 DECEMBER, 2018

CONTRIBUTE TO ENHANCING COUNCIL'S CUSTOMER SERVICE EXPERIENCE

Are you passionate about customer service and would like to contribute to enhancing Council's customer service experience?

Strathbogie Shire Council is creating a Customer Service Reference Group as we embark on the implementation of a new Customer Relationship Management System and we are looking for community members to be a part of the group.

Strathbogie Shire Mayor Amanda McClaren said this is part of Council's focus on improving efficiencies and increasing the level of communication the community receives when they contact Council with an enquiry.

"We are now seeking the involvement of our community to ensure we capitalise on the opportunities presented with our new system and work towards better meeting the needs and expectations of our community," Cr McClaren.

The role of the Customer Service Reference Group is to:

- ✓ Act as a reference group for customer service programs, policies and procedures
- ✓ Provide advice to Council on improvements in customer service relationships
- ✓ Provide advice to Council on customer request management and complaint handling
- ✓ Monitor, review, investigate and recommend new initiatives in customer service

Cr McClaren said Council now has a variety of advisory committees and reference groups which add enormous value to Council.

"Having community representatives on our advisory committees has been a fantastic way to tap into the wealth of knowledge and experience that exists in our communities," Cr McClaren said.

The committee will meet at least quarterly at a date and time to be determined at the first meeting and additional meetings may be convened at the discretion of Council.

If you are interested in joining our Customer Service Reference Group, please contact us via email at info@strathbogie.vic.gov.au or call Customer Service on 1800 065 993.

Expressions of Interest close **5pm Friday 21st December 2018.**

-ENDS-

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