



Position Description

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| POSITION TITLE: | Customer Service and Records Officer |
| REPORTS TO: | Manager Corporate Governance |
| LOCATION: | Administration Centre |
| WORK AREA: | Corporate Services |
| SALARY LEVEL: | Grade 4 |
| REMUNERATION PACKAGE: | Superannuation Access to a range of salary packaging benefits |
| HOURS OF WORK: | 23.25 hours per week (3 days per week) |

Our Mission

To meet the challenges of our unique and diverse region.

Purpose of Position (purpose / objective of the position)

- To work within Council's Customer Service department including in the areas of general enquiries (both over the phone and at the front counter) and cashier services.
- To work within Council's Records Department.
- Provide generalist administrative support to the Manager Corporate Governance.

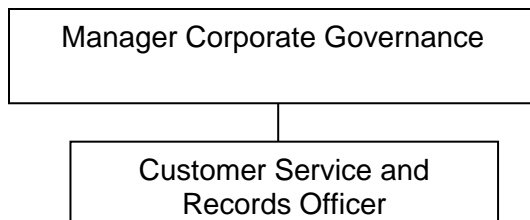
Award Provisions

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| Award: | Local Government (State) Award 2020 |
| Award Level: | Band 2 Level 1 |

Organisational Relationships:
(the type of client/customer/community relationships that are critical to the effective functioning of the job)

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| WITHIN DEPARTMENT: | Corporate Services |
| WITHIN COUNCIL | Technical and Professional Staff Operational and Salary staff |
| EXTERNAL TO COUNCIL <i>(e.g. community, business & other government)</i> | Businesses & Community Government Departments |

Organisational Chart: *(Direct reporting relationship)*



Schedule of Duties

Customer Service duties include but are not limited to:

- Processing the following:
 - Section 10.7 Planning Certificates
 - Section 603 Outstanding Rates and Charges Certificates
 - Change of Address Applications
 - Development Applications
 - Pension Concession Applications
 - Property Sales Transfers
- Enquiries of the following nature: Rates, Planning, Asset, Infrastructure, Records, Cemetery and General Enquiries
- Receipting
- Phone and Counter Enquiries
- Halls and Grounds Bookings
- Mail Processing

Records duties include but are not limited to:

- Assist with the administration of Council’s electronic management system including creation of new indexes, maintaining records disposal and archive schedule.
- Assist in ensuring that Council’s responsibilities under the *State Records Act* are met.
- Assist in receipting, registering, distributing and filing correspondence.
- Assist in the preparation of reports and correspondence as required (for example, reporting on unactioned documents).
- Assist in the recording and monitoring of complaints.



General duties include but are not limited to:



- To provide a high level of courteous customer service to Council’s internal and external customers.
- Undertaking general clerical and administrative duties as required.
- Provide generalist administrative support to the Manager Corporate Governance.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

| Local Government Capability Framework | | |
|-------------------------------------------------------------------------------------|-------------------------------------|---------------------|
| Capability Group | Capability Name | Level |
|  | Manage Self | Adept |
| | Display Resilience and Adaptability | Foundational |
| | Act with Integrity | Intermediate |
| | Demonstrate Accountability | Intermediate |
|  | Communicate and Engage | Intermediate |
| | Community and Customer Focus | Intermediate |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Foundational |

| Local Government Capability Framework | | |
|-------------------------------------------------------------------------------------------------------|----------------------------|---------------------|
| Capability Group | Capability Name | Level |
|  Results | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Create and Innovate | Foundational |
| | Deliver Results | Adept |
|  Resources | Finance | Foundational |
| | Assets and Tools | Intermediate |
| | Technology and Information | Intermediate |
| | Procurement and Contracts | Foundational |

Focus capabilities

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

| Local Government Capability Framework | | |
|----------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group and Capability | Level | Behavioural Indicators |
| Personal Attributes Manage Self | Adept | <ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance |
| Relationships Work Collaboratively | Intermediate | <ul style="list-style-type: none"> • Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and contributions |

Local Government Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|----------------------------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Results Deliver Results</p> | <p>Adept</p> | <ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done |
| <p>Resources Assets and Tools</p> | <p>Intermediate</p> | <ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes |

Essential and Desirable Criteria

Essential:

- High school education or equivalent and / or extensive experience in relevant field
- Demonstrated high level written and oral communication skills
- Proven customer service experience
- Proven ability to work independently and as a member of a team
- Extensive knowledge of general office procedures
- Accurate keyboard skills
- Demonstrated knowledge and understanding of the principles and practices of Equal Employment Opportunity and Work Health and Safety and an ability to apply them to the work practices

Desirable:

- Local Government experience
- Knowledge of governance and records systems

Verification of Qualifications

Guidelines:

- All original certificates must be sighted by Council. Cost of providing documentation is to be borne by applicant.
- Falsely claiming qualifications will lead to dismissal and/or prosecution for any relevant offence.
- Applicants are to sign a declaration that states qualifications are genuine and acknowledge that false claims can lead to dismissal.

Working with Children Check

The position is subject to the requirements of the Child and Young Person Protection legislation and all applicants will be required to complete a Prohibited Employment Declaration at the time of their application.

Job Specific Skills and Performance Standards Required

NB: The below criteria is used to assess job specific skills. Staff are expected to have achieved the performance standard required of all skills within each step before progression.

| Skills | Performance Standard Required |
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| Entry Level | |
| Responds to general enquiries/requests (telephone and counter). | <ul style="list-style-type: none"> Answers requests for action or information assertively and diplomatically using correct protocols ensuring confidentiality is maintained where appropriate. Accurate information is recorded or relayed to provide the service requested. All processes involved are carried out within the agreed Council timeframes. Greets customers in a friendly and courteous manner and treats them equally and fairly. Ensures customers with special needs are dealt with appropriately having regard to their particular needs. Answer calls promptly, clearly and politely in accordance with council policies and procedures. Use language, tone and volume appropriate to phone calls. |
| Undertake and observe employment conditions and Council's Human Resources Policy and procedures | <ul style="list-style-type: none"> Able to interpret regularly used employment conditions, policies and procedures. Adheres to Employment Conditions, Policies and Procedures. Conducts all areas of work practices and procedures in a manner that conforms to Council principles and practice of Equal Employment Opportunity, Environmental protection and Ethical Conduct. |
| Implement WHS in the workplace | <ul style="list-style-type: none"> Understands WHS as it applies to their immediate work area. Understands risk management issues as they apply to their immediate work area Able to practically apply basic WHS in their daily work Complies with Council policies and procedures on a safe workplace (eg. no smoking, alcohol in the workplace) |
| Use of Technology | <ul style="list-style-type: none"> Able to apply basic organisational software packages (eg. Microsoft Word, Excel, Outlook). Understands job specific software. |
| Step 1 | |
| Deliver Customer Service | <ul style="list-style-type: none"> Use effective questioning and listening techniques to identify customer requirements. Display a helpful and courteous attitude when responding to customer enquiries. Information supplied to customers is up to date. Requests are dealt with in a timely manner. All documentation and/or records are completed as per Council's policies and procedures. Customer requests are actioned within the agreed timeframes. Security procedures are adhered to. |

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| Records/Information Management | <ul style="list-style-type: none"> • Register and retrieve documents in Council's records system. • Materials filed accurately and according to Council's records management policies and procedures. |
| Problem Solving | <ul style="list-style-type: none"> • Develop practical solutions to daily work issues. • Apply a range of problem solving strategies. • Show independence and initiative in identifying problems and solving them. |
| Step 2 | |
| Administrative Assistance | <ul style="list-style-type: none"> • Administrative functions are undertaken in accordance with Council requirements and procedures. • Work quality is monitored for compliance with Council policies and procedures. • Undertakes word processing within agreed timeframes. • Word processing documents are formatted in accordance with Council requirements. • Documents are saved in appropriate directories. |
| Customer Service | <ul style="list-style-type: none"> • Responds promptly to more complex enquiries and gives correct advice and information using appropriate communication methods. • Uses advanced communication skills to deal with difficult situations. |
| Step 3 | |
| Improve customer Service | <ul style="list-style-type: none"> • Analyses methods of improving customer service and makes recommendations to appropriate personnel for improvements. • Implements improvements in customer service. • Provides reports and appropriate feedback in accordance with company requirements. |
| Identify, Clarify and Resolve Customer Problems | <ul style="list-style-type: none"> • The problem is identified. • The problem is investigated by gathering information and evidence from a variety of sources, and distinguishing between relevant and irrelevant components within appropriate time frames. • Options or strategies for rectifying the problem are identified. • The chosen option is presented to the appropriate officer for approval and implemented within appropriate time frames. • Follow up occurs if required. • Problems that can not be solved are reported to the appropriate officer for resolution. |
| Development of work Procedures/Guides. | <ul style="list-style-type: none"> • Manuals and user guides are accurate and user friendly. • Consideration is given to the user and the environment in which the manual/guide will be used. • Responsibility for all updates and changes to the procedures or manuals is assigned or designated. • Feedback is sought on the content and presentation of the manual/guide. • Manuals and guides are updated and modified as required to match current operations. |

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| <p>Conflict Resolution</p> | <ul style="list-style-type: none"> • Is able to negotiate with customers to resolve conflict. • Resolves issues with regard to Council's procedures and policies. • Acts within delegated authority at all times. |
| <p>Prepares reports and written correspondence</p> | <ul style="list-style-type: none"> • Reports and written correspondence are prepared in accordance with Council formats. • Prepares a range of written correspondence that meets the needs of the audience. |
| <p>Step 4</p> | |
| <p>Develop and Apply Knowledge</p> | <ul style="list-style-type: none"> • Keeps up to date with advances in the area of expertise (eg technology, processes). • Distributes information to other staff regarding developments in the work area. • Identify and implement contemporary practices that will enhance the administrative support to the Department. • Uses knowledge to keep other administrative staff up to date with counter administrative related matters. |
| <p>Undertake Process Improvement</p> | <ul style="list-style-type: none"> • Processes are monitored and inconsistencies are identified. • Ideas for improvement are given prompt consideration and feedback to maximise possible benefits. • Ideas are discussed and evaluated with other staff to determine viability. • Ideas are assessed against existing practise, precedent and any legislative or Council restrictions. • Judgment is used on the assessment of ideas. • Other staff are involved so that all aspects can be considered. • Regular opportunities are provided to consider alternative approaches to process improvement. • Change is monitored to see that anticipated benefits are realised. • All areas affected by change are advised promptly to minimise disruption and encourage commitment. |
| <p>Complex Problem Solving</p> | <ul style="list-style-type: none"> • Develop creative, innovative solutions to complex work issues. • Show independence and initiative in identifying problems and solving them. • Apply a wide range of problem solving skills to enable resolution of issues without contravening any statutes, regulation or Council policies. |

Acceptance of Position Description

I, _____, have read and understood this position description and agree to the conditions and responsibilities contained in it. I intend to commence duties as Customer Service and Records Officer (part time) on _____(date)

Signed: _____

Date: _____