

CUSTOMER SERVICE OFFICER – CASUAL POOL

POSITION DESCRIPTION

Position Title	Customer Service Officer	Position Number	C/CORP-04
Incumbent	VACANT		
Reports to	Manager Corporate Services	Direct reports	NIL
Department	Various	Location	Various
Award	Local Government Employees Award	Status	Casual (Casual Relief Pool)
Stream	General Officers	Level / Grade	1

OUR VISION

To enhance the liveability and enterprise of our community.

OUR VALUES

Professionalism · Excellence · Service · Leadership · Resilience · Accountability · Inclusiveness

KEY RELATIONSHIPS AND INTERACTIONS

Accountability	This position reports to the department manager / site supervisor and is accountable to the Manager Corporate Services
Internal Liaison	Department Managers, Supervisors, Team Members, Councillors and Council employees
External Liaison	Government Departments, Local Government Authorities, Businesses, Community Groups, Community Members and Service Providers
Delegations	Written delegation/authority as provided by the Chief Executive Officer

POSITION OVERVIEW

Role Purpose	To provide welcoming, courteous and responsive customer service and focused, cooperative operational support services.
Key Result Areas	<ol style="list-style-type: none"> 1. Customer Service 2. Support Services 3. Records Management

POSITION DETAILS

Key Result Areas	Accountabilities
Customer Service	<ul style="list-style-type: none"> • Support the customer service function of Council by: <ul style="list-style-type: none"> ○ friendly, respectful and courteously welcoming of customers ○ attending to customers in a timely manner ○ using initiative to identify solutions unique to individual customer enquiries ○ resolving calls and processing counter enquiries at the first point of contact, or referring to appropriate officers ○ recording customer requests, enquiries or complaints accurately and thoroughly using fact-finding questioning ○ delivering Council's vision of customer service excellence to our community • Promote Council's internal customer service philosophy by contributing to a spirit of teamwork

<p>Support Services</p>	<ul style="list-style-type: none"> • between all staff • Ensure service standards are provided in accordance with Council's Customer Service Charter • Provide secretarial and administrative support across the departments of Council by: <ul style="list-style-type: none"> ○ attending to tasks in a professional and timely manner ○ performing a variety of routine clerical duties ○ utilising systems and following processes • Undertake routine processing of items by: <ul style="list-style-type: none"> ○ routine shelving, stock control and displays ○ issues and returns, stock transactions • This position will require the undertaking of broad range of additional / general functions as described in the criteria under the classification level of this position or lower, providing such duties are performed within the skills, competency and training scope.
<p>Records Management</p>	<ul style="list-style-type: none"> • Ensure corporate records created and received by this position are processed in accordance with Council policy and procedures

COMPLIANCE

Workplace Health and Safety (WHS) and Return To Work (RTW)

All staff:

- Familiarity and compliance at all times with Council's WHS and RTW policies, procedures and guidelines
- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure your safety.
- Participate in the RTW process if injured at work as set out in the RTW legislation.

Risk Management

Actively reduce Council's exposure to losses related to security, public liability and professional indemnity and reporting any matters of hazards within the district of the Council affecting the health and safety of the general public and work colleagues, as part of Council's Risk Management responsibilities

Code of Conduct

Ensure professional conduct is in accordance with Council's Code of Conduct for Employees and as legislated; Anti-Discrimination and Equal Employment Opportunity standards.

Professional Development

Participate in professional development or training opportunities as approved or directed by the Manager of Corporate Services

Performance Planning and Review

Participation in Performance Review and Planning

SELECTION CRITERIA

<p>Qualifications & Licences</p>	<ul style="list-style-type: none"> • Mandatory reporting – Child Safe Environments* * <i>willingness and ability to obtain and maintain</i> 	<p>Essential</p>
<p>Experience, Skills & Knowledge</p>	<ul style="list-style-type: none"> • Experience in a customer service role (ie reception) • Basic understanding of sales and administrative practices • Sound oral and written communication skills • Basic proficiency in Information Technology (IT) systems and software applications • Ability to work under supervision and direction • Ability to retrieve information from a variety of sources • Flexibility, adaptability and versatility of approach to handle changing work requirements • Willingness to engage in continuous learning and professional development 	<p>Essential</p>

SPECIAL CONDITIONS

- This position is part of the casual relief pool (providing back-up) and as such there is no guarantee of set / minimum hours or ongoing employment. Working hours and locations will vary. Due to operational requirements, evening and weekend work will apply for some sites.
- Out of hours work or extended opening hours, may also be required from time to time.
- Council comprises of multiple service points, flexibility to be able to work and travel to and between these points if a requirement of this role.
- Screenings apply and are not limited to: Preplacement Medical; Child Related Employment Screening / Working with Children Check; general employment probity (ie National Police Clearance).
- The position description is a general statement and is not meant to be an exhaustive list of your duties.

POSITION DESCRIPTION AGREEMENT AND SIGNATURES

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Incumbent Name	VACANT		
	Signature:		
Manager Name	LIZ FOURIE		
	Signature:		
Chief Executive Officer	KARYN BURTON		
	Signature:		
PD Agreement Date		PD Review Date (12 months)	
This PD supersedes previous PD Date: (if applicable)			
Record Number			