

POSITION DESCRIPTION

Job title:	Administration and Customer Service Coordinator (ACSC)
Department:	Corporate and Community Service
Reporting to:	Executive Manager Corporate and Community Services
Position/Hours:	Full-time permanent
Classification:	Contract
Location:	Burketown Administration Office

Purpose of the Position:

The ACSC reports directly to the EMCCS and is responsible for the development, maintenance and delivery of a wide-range of Council systems and services. This includes operational responsibility for functions such as Administration, Business Improvement, Records Management, ICT, Community Development and Events, Library Operations, Facility and Travel Bookings, Social Media and Website, Publications and Media Releases.

To ensure these functions meet the service levels required by Council and it's stakeholders, the ACSC manages a team of administrative staff as well as the deliverables of a range of external consultants (IT, Records Keeping, Town Planning).

The ACSC works closely with the EMT to support the delivery of corporate objectives and the delivery of action plans. Develops strong working relationships with external service providers and has strong connectivity between all departments of Council.

Relationships:

With	Purpose
1. EMCCS	Reporting function
2. Executive Management Team	Responsible for collaboration and coordinating implementation of Council initiatives
3. Administration and Community Services Department	Responsible for management and oversight of operations
4. External Service Providers	Strong working business relationship

Signatures:

Employee: _____ **Date:** _____

Manager: _____ **Date:** _____

Elements and Performance Criteria

Responsibility 1: Business Improvement and Corporate Support

Performance Criteria:

- 1.1** Foster business improvements through ongoing process reviews focussing upon whole of business service delivery.
- 1.2** Manage customer service delivery to Burke Shire Residents and visitors.
- 1.3** Support the EMCCS and Executive Management Team (EMT) to develop and deliver Corporate & Operations Plans, Governance and Compliance frameworks.
- 1.4** Nurture and maintain productive working relationships between the administration and customer service department, and all other departments in Council.
- 1.5** Provide monthly ACSC Council Meetings reports
- 1.6** Develop and review departmental policies and procedures
- 1.7** Ensure appropriate compliance reporting meets deadlines.
- 1.8** Embrace and represent Councils Corporate objectives to the community.

Expected Work Standard

- Business Improvement projects as identified by EMT are scoped and delivered appropriately, with a quality outcomes.
- A high standard of business delivery is supported and maintained against the Customer Service Charter.
- Effective support is provided to EMT to assist with planning and delivery of the Corporate Plan and Action Plan outcomes.
- A supportive and cohesive relationship is maintained between the Administration and Customer Service department and all other departments in Council.
- A close relationship is maintained with Finance to deliver accurate budget management and yearly forecasts.
- Policies and procedures are relevant and reviewed with in nominated timeframes.

Responsibility 2: Departmental Management

Performance Criteria:

- 2.1** Manage and provide direction to employees in the Administration department, which includes oversight of:
 - a. Records Management
 - b. ICT Management
 - c. Community Development and Events
 - d. Town Planning and Development
 - e. Website and Social Media
 - f. Library Operations
 - g. Donations
 - h. Environmental Health
 - i. Local Laws and regulatory services
 - j. Bookings
 - k. Flight Services
- 2.2** Monitor and ensure all staff remain compliant with relevant Council policies and procedures
- 2.3** Assist EMCCS and Finance Manager to plan and review budget and work programs for each financial year for the administration and customer services department.
- 2.4** Monitor and review work programs and provide reports to EMCCS.
- 2.5** Ensure all appropriate compliance and operational reporting is undertaken and completed on time.
- 2.6** Manage complaints in accordance with Council's policies and procedures and ensure appropriate actions are undertaken.
- 2.7** Provide structure, direction and purpose to administration team for timely and appropriate service delivery
- 2.8** Performs these and other duties, as directed, which contribute to the effectiveness of Council's operations

Expected Work Standard:

- Resources are allocated to effectively meet Council's operational and strategic requirements.
- Provides regular and effective feedback and development opportunities to staff through the formal performance review process and on an ad hoc basis where appropriate
- Council administration registers are kept accurate and up-to-date
- Appropriately and compliantly manages or delegates complaints or requests for service
- Provides support and training for Administration Staff

- Provides support and training for other Council staff in administrative procedures and Council's internal systems

Responsibility - 3 Workplace Behavior & Effective Communication

Performance Criteria:

- 3.1** Effectively communicate across all stakeholders to ensure effective and efficient delivery of Council's services and strategic objectives.
- 3.2** Excellent oral and written communication and interpersonal skills to the extent required to communicate with people of varying levels of education and understanding.
- 3.3** Strong ethical and professional behaviour and the ability to establish and maintain good working relationships.
- 3.4** Effective interpersonal skills that nurture an ongoing cohesive team environment. With an ability to lead and positively influence individuals.
- 3.5** Ability to handle sensitive and confidential information.
- 3.6** Ability to deal with difficult situations, resolving organisational problems with tact and diplomacy and presenting a positive Council image
- 3.7** Adheres to Council's Code of Conduct, including zero engagement in bullying, harassment, or discriminatory practices against team members and fellow staff.
- 3.8** Adheres to Council policies and procedures, and monitors staff alignment to them.

Expected Work Standard:

- Staff are supported to perform at their best by providing excellent leadership, mentoring and coaching.
- Staff are encouraged to embrace and are managed in alignment with the Code of Conduct and/or any other relevant Council policies.
- Staff performance reviews undertaken, including identifying development and training opportunities to meet the organisational needs.
- Paperwork and notification processes are correct for absences and timesheets
- ACSC is punctual and ensures time-sheets are filled in correctly.

Responsibility 4 - Adhere to Workplace Health and Safety Requirements

Performance Criteria:

- 4.1** Ensuring a safe work environment and safe system of work are provided for all employees, contractors, visitors and volunteers.
- 4.2** Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.
- 4.3** Providing leadership and support for the promotion of the Burke Shire Council's WH&S Management System – SAFE PLAN and ongoing effective management of the WH&S Management Plan and MAPs.
- 4.4** Establishing departmental objectives and KPIs in line with the WH&S Plan and assigning responsibility to ensure they are achieved.
- 4.5** Ensuring WH&S is an agenda item on all scheduled management and team meetings.
- 4.6** Ensuring that hazard inspections are conducted at all workplaces in accordance with the 'Hazard inspection Matrix'.
- 4.7** Ensuring all contractors and / or suppliers provide documented evidence, that they, or the product they supply, complies with legislative standards (e.g. Australian Standards, Advisory Standards or Codes of Practice).

Expected Work Standard:

- Applies Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.
- Minimises and/or eliminates Lost Time Injuries
- Maintains knowledge of WHS requirements

Skills, Knowledge and Qualifications

Required:

Some specific skills and knowledge are required to achieve the Performance Criteria of this role. This includes the following:

- Tertiary qualifications in business, administration or a relevant discipline
- Proven track record as a successful manager of people
- Knowledge of administration processes and principles of quality customer service
- Experience developing and managing departmental budgets
- Demonstrated ability to work across a range of different areas
- Ability to deliver high quality internal and external customer service
- Experience developing and maintaining departmental and organisational policies and procedures
- High level of keyboard and computer skills including working knowledge of the MS Office Suite of programs
- Well-developed literacy and numeracy skills
- Hold a current (preferably manual) class C drivers licence

- Willingness to work flexible work times when required

Desirable:

Some specific skills and knowledge are desirable, but not essential, to achieve the Performance Criteria of this role. This includes the following:

- Experience in Local Government Administration, including a working understanding of the range of compliance environments relevant to Local Government
- Demonstrated experience in community development and engagement practices
- Experience in events management
- Experience and success in managing grants and funding applications
- Understanding of the needs and expectations of a small, remote community
- Familiarity with electronic filing and document management systems
- Experience managing online communications (websites, social media etc.)
- Qualifications in Business Transformation and/or Process Improvement

Selection Criteria

1. Degree qualifications in Business, Administration or related discipline.
2. Demonstrated experience managing a multidisciplinary team
3. Proven track record of delivering high quality internal and external customer service
4. High level of computer literacy
5. Experience in the successful development, implementation and ongoing management of organisational policies and procedures
6. Understanding of the administration function within a public sector, ideally local government, organisation