

# POSITION SUMMARY

## CUSTOMER SERVICE AND ADMINISTRATION OFFICER – (EPBS118)



<b>Directorate</b>	Environmental, Planning & Building Services
<b>Section</b>	Strategic Planning
<b>Classification</b>	Band 2, Level 1, Grade 4
<b>Position Status</b>	Permanent Full Time
<b>Commencing Salary Range</b>	\$1,068.20 to \$1,122.28 per week
<b>Reports to</b>	Team Leader – Administration (Planning and Development)
<b>Direct Reports</b>	Nil
<b>Work Location</b>	Ground Floor, Civic Centre, 158 Russell Street, Bathurst

### Position Purpose

This position is part of the administration team providing customer service and administration support in relation to the functions of the Environmental, Planning and Building Services Department of Council.

### Key Responsibilities

- To provide quality customer service to the public.
- To provide administrative assistance and support to the Environmental, Planning and Building Services Department of Council.
- To project a positive image of Council and the Department by providing polite, effective and efficient communications both within and external to Council.
- To understand Council's policies and procedures.

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. A full Position Description will be provided to candidates upon request or upon offer of employment.

## Selection Criteria

### Essential

- Certificate in Office Administration or equivalent.
- Current Class C NSW Driver's Licence.
- Excellent customer service skills.
- Excellent administrative skills – e.g. data entry, record keeping, touch typing, preparation of correspondence.
- Proficiency in the operation of various computer packages including a well-developed understanding of Microsoft office programs, Adobe and internet and intranet based data administration applications and records management systems.
- Experience in updating/maintaining databases and registers.
- Good oral and written communication skills.

### Desirable

- Previous experience in local government.
- Understanding of town planning, building and local government regulatory functions.
- Previous experience in using the NSW Planning Portal
- Additional associated qualifications or certificates – e.g. Justice of the Peace, Certificate in Local Government.

## Expected Organisational Standards

1. Follow defined WHS procedures.
2. Provide service to customers.
3. Work effectively in the local government context.
4. Work with others in local government.
5. Communicate in the Workplace.
6. Follow defined risk management policies and procedures.
7. Follow defined ethical guidelines from Council, including Code of Conduct.
8. Follow defined environmental sustainability guidelines.

## Employment Conditions

- 35 hour week with RDO every third week
- Hours of work are 8.30am to 4.45pm Monday to Friday
- Probationary period of 3 months
- Four weeks annual leave
- Long Service Leave after 5 years
- Superannuation of 10.5% paid by Council
- Medical (including drug and alcohol screening) and audio required as part of selection process

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