



Position Description

Position Summary

Position Title:	Customer Service Officer
Position Status:	Permanent, full time
Reports to:	Team Leader Customer Service
Location:	Administration Building Cnr Tamar and Cherry Streets, Ballina
Applicable Grade:	Grade 7

Position Objective

- To serve our community and provide quality customer service across all functions of Council.
- To provide prompt and accurate information to internal and external customers.
- To receipt and reconcile cash, cheque and card payments.

Organisational Relationships

Within Division:	Director Corporate and Community Manager Communications and Customer Service Team Leader Customer Service Customer Service staff Communications and Customer Service section staff
Within Council:	General Manager All Council employees
External to Council:	Members of the public Ratepayers Local businesses

Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

Customer Service

- Provide a high level of customer service when dealing with general enquires and complaints from both internal and external customers.
- Promptly, courteously and efficiently respond to telephone enquiries for the section.
- Present a positive image of Council to the public that demonstrates Council's commitment to service delivery.
- Establish and maintain quality public relations through effective communications with staff and members of the public.

Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Contribute to the development of Council policies and procedures that reflect the culture, values and objectives of the organisation.

Administration

- Provide high level administration support for customer services operations, including but not limited to photocopying, scanning, preparation of documents, filing and arranging staff meeting requirements.
- Receive cash, cheques and card payments and provide receipts for goods and services in line with Council policies and procedures.
- Accurately maintain relevant databases and records for the Customer Service operations.
- Purchase stock for the customer services section in line with Council's policies and procedures.
- Assist ratepayers with all Council related forms.
- Ensure information is updated and maintained in Council's electronic document management system in accordance with Council's policies and procedures.
- Assist with development applications, animal registrations and change of addresses.
- Carry out any other duties as required and within your skills, competencies and training.

Work Health and Safety

- Ensure that all work is carried out in accordance with Council's safe work procedures and work health and safety policies.

Teamwork

- Participate as a positive team member and contribute to the achievement of team goals and objectives.

Continual Improvement

- Contribute to process, systems and procedures improvements that deliver quality services and projects.

Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately. • Hazards in the work area are recognised and reported to the immediate supervisor. • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
<i>Provide service to customers</i>	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and people and culture policies such as timekeeping, records management, WHS and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
<i>Work with others in Council</i>	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communicates with others in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
<i>Follow defined ethical guidelines from Council, including its Code of Conduct and uphold Council values</i>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act. • Any potential conflicts of interest are reported immediately to the relevant Council officer. • Support is given to other staff who may wish to report any potential conflicts of interest. • Understand and comply with Fraud and Corruption Policy and Plan.

Selection Criteria

The following essential and desirable criteria must be addressed as part of your application. Applications that do not address these criteria will not be considered.

Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Completion of HSC and/or TAFE certificate in relevant field and/or extensive relevant work experience in a similar field.
- Proven highly developed customer service skills with experience in a face-to-face customer service role, including cash handling and reconciliations.
- Demonstrated computer literacy with experience in the Microsoft Office suite of products.
- Proven excellent communication skills, both oral and written.
- Demonstrated ability to work independently and as part of a team.
- Willingness to undergo a criminal history check.
- Knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and ability to apply them in the workplace.

Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Experience in clerical duties.
- Understanding of local government practices.
- Knowledge of the Ballina Shire and local issues.
- Sound understanding of conflict resolution methods.

Information Package

Customer Service Officer

APPLICATIONS CLOSE: Sunday 22 May 2022

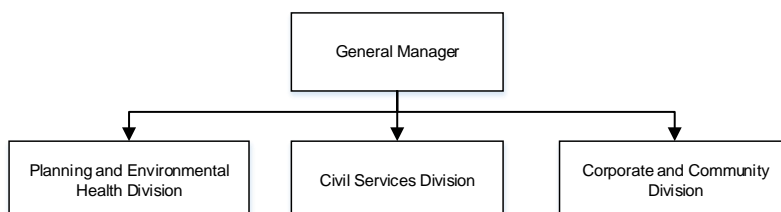
Position Overview

Reporting to the Team Leader Customer Service, this position of Customer Service Officer forms an integral part of our Customer Service team. The successful candidate will work in a frontline position to serve our community and maintain an excellent public image through the provision of quality customer service across all functions of Council. A key responsibility of the position is to provide prompt and accurate information to internal and external customers, and receipt and reconcile cash, cheque and card payments.

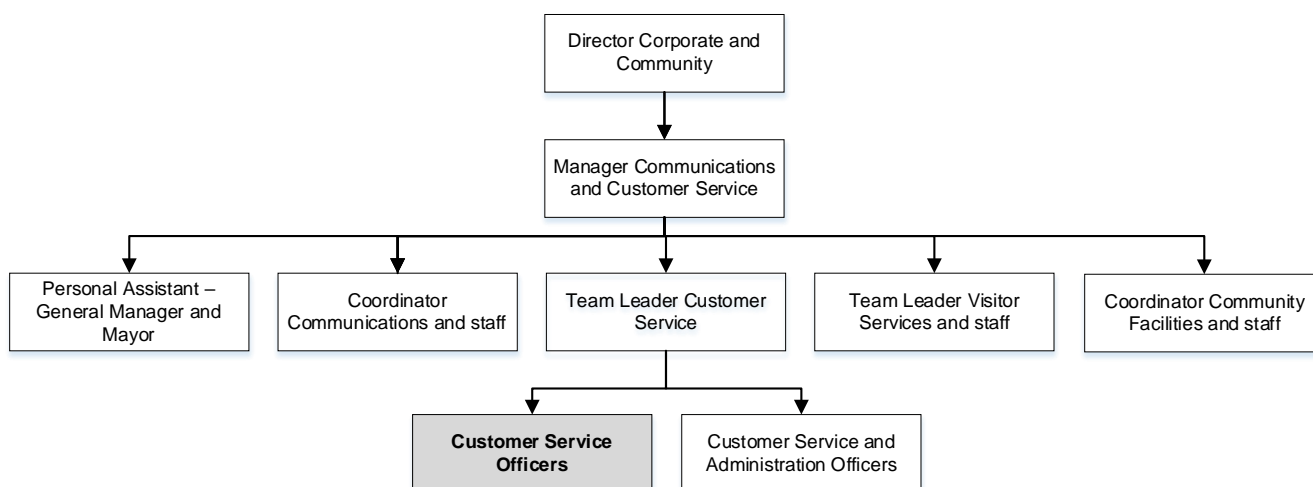
This position will work closely with the Communications and Customer Service section to ensure the provision of high quality customer service and the achievement of section goals and objectives.

Structure

Corporate Structure



Section Structure



Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

Vision: The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

Community Values: Creative | Accessible | Respect | Energetic | Safe

Pre-employment Assessments

Prior to being appointed to the position of Customer Service Officer, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-employment medical self assessment – the completion of Council's pre-employment medical self assessment form to assess overall health and well-being to determine suitability to the duties of the position. Council will then determine the requirement for a medical assessment undertaken by a general practitioner.
- Criminal History check.

Remuneration Package

Conditions of employment will be in accordance with the terms and conditions pursuant to the Local Government (State) Award. The position of Customer Service Officer is assessed at Grade 7 providing a salary range of \$55,700 to \$63,900 (plus superannuation), dependent upon experience, skills and qualifications.

In addition, Council employees have access to a range of other benefits including educational assistance initiatives, a very attractive training support program and a subsidised non-compulsory uniform.

Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Customer Service Officer are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a resume and cover letter with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

Submission of Application

Applications can be submitted on-line via the following link:

<https://ballina.nsw.gov.au/careers--88>

Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Customer Service Officer is as follows:

Closing date:	Sunday 22 May 2022
Interview date:	Week commencing 6 June 2022
Candidates notified of outcome:	Week commencing 13 June 2022

For further information on this recruitment process, please contact Council's People and Culture section on 02 6686 1443.