

# Role Description

## Service Centre Associate



<b>Title</b>	Service Centre Associate
<b>Classification/Grade/Band</b>	Band 2 Level 2
<b>Group/Unit/Section</b>	People and Culture/People Planning and Operations/ People Services
<b>Reports to</b>	Team Leader People Connect

### Vision

A vibrant and sustainable Central Coast

### Purpose

To provide valuable services that strengthen and support the Central Coast Community

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

### Primary Role Statement

In contributing to the overarching vision and purpose, the role of Service Centre Associate is responsible for providing day to day generalist HR advice and services as the first point of contact for employees and supervisors and maintains accurate and up to date information in the HRIS.

The position of Service Centre Associate is required to provide quality customer service and create value for the community.

### Key Duties and Responsibilities

- Act as the first point of contact for employees by providing accurate and timely HR generalist assistance and advice on defined employee matters, industrial relations,



awards and conditions of employment and other employee related matters spanning the full HR Framework.

- Escalate more complex enquiries when required to the relevant Business Partner or expert specialist team.
- Assist in the provision of HR, guidance and support related to policy development and knowledge base information development activities.
- Responsible for updating and accurately maintaining employee data on the HRIS.
- Ensure all employee related administrative documents are actioned and uploaded in to their electronic file.
- Initiate approval workflows and provide support to Business Partner teams to process employee changes by using a case management approach.
- Participate in HR related projects such as HR system roll-out and/or enhancements when required.
- Deliver employee and manager self-service training to individuals.
- Responsible for ensuring People and Culture related material such as communication material, Policies, Procedures and Training manuals are up to date and relevant at all times.
- Drive strong relationships with People and Culture and key business stakeholders to ensure consistency of advice and seamless service delivery to the organisation.
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

### **Authority and Accountability**

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role.



- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor.
- Decisions affect the work and activities of others within the section or from a specific project team.
- The work of the Service Centre Associate influences the external environment by meeting basic standards of service.
- The Service Centre Associate is accountable for own work performance. Liability generally lies with the supervisor or Council as the employer.
- Decisions affect the work and activities of others within the section or from a specific project team.
- Has little or no responsibility for budget development.
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area

### **Personal Attributes**

- Be adaptable, flexible and focused when dealing with change.
- Represent Council honestly, ethically, professionally and lead by example.
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders.
- Be responsive to the input of others and works to understand their perspectives.

### **Interpersonal Skills**

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly.



- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs.
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others.
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

### **Business Enablers and Technical Skills**

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals.
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary.
- Identify issues that may impact on task completion and provides appropriate solutions.
- Understand delegations and act within authority levels.
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes.
- Support system improvement initiatives and embrace new technologies.

### **Team Work**

- Recognise and acknowledge individual/ team performance.
- Monitor and use resources responsibly to achieve team objectives.
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

## **QUALIFICATIONS**

### **Essential**



- Certificate IV qualification in Human Resources or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;

### **Desirable**

- Certificate IV in Customer Engagement

### **EXPERIENCE**

- Strong customer service orientation and the ability to maintain confidentiality.
- Demonstrated expertise in systems and process development.
- Demonstrated experience in the provision of HR generalist advice and support.
- Strong organisation skills and detail orientation.
- Accurate and efficient computer skills.
- Working knowledge of Industrial Awards and employee related legislation.
- Ability to analyse options and recommend solutions to drive continuous improvement of systems, technologies and business processes.

### **Key Relationships**

Internal	External
Unit Managers / ELT	Professional/Industry associations including Unions
Section Managers/Team Leaders	
Other Council employees (not including direct reports)	



