

POSITION TITLE:	Area Support Officer
POSITION NUMBER:	10021
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	Banded 1.6 - 2 <i>Provisions of this appointment pay level and progression to be in accordance with the applicable award.</i>
REPORTS TO:	Supervisor Area Support Blackwater Duaringa
DEPARTMENT:	Corporate and Commercial Services

ABOUT US

Our vision

A progressive region creating opportunities for all.

Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

OBJECTIVE OF THIS ROLE

The Area Support Officer will be responsible for undertaking a range of operational, administrative and customer service functions associated with the day to day running of the Area Offices. The Area Support Officer will provide excellent customer service to internal and external customers ensuring the development of good working relationships with all staff and the public. In addition, the position will also provide general administrative support services to the various departments within the organisation and Area Office as required (e.g. interdepartmental activities, debtors, creditors, stores, processing regulatory applications, meeting support, records management, library services, community and staff housing and community service activities, etc).

KEY RESPONSIBILITIES IN THIS ROLE

1. **Customer Service.** Deliver a positive customer experience by exercising a high degree of judgment and initiative focused on first point of contact resolution. Contribute to the effective and efficient operation of Council's contact centre and customer service branches across the region in alignment with council's Customer Service Charter, Customer Service Strategy and Action Plan and other strategic documents as required.
2. **Financial.** Undertake financial transactions, cash handling, receipting and banking processes in accordance with established procedures.
3. **Support.** Provide support to the various operational and functional services provided to the community through the Area Office. Provide general administrative support requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work across all Council departments.
4. **Policy and Procedure.** Undertake a range of activities requiring the application of established work procedures and policies and which may require exercise of limited initiative and/or judgment within clearly established procedures and/or guidelines.
5. **Safety and Training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting manager.

Please note: Customer service standards and consistency of service is an important outcome of the Customer Service Strategy and Action Plan (2019-2021) and as such Area Support Officers will be required to travel to and work from alternative locations throughout the region.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Mandatory:

- Previous relevant experience in a same or similar role.

Desirable:

- Capability to develop higher level educational qualification within customer service.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Minimum of Queensland C class provisional drivers licence.

Desirable:

- Formal training or qualification/s in a relevant discipline.

WORK ENVIRONMENT, PHYSICAL AND PSYCHOSOCIAL DEMANDS

This position requires the employee to primarily work indoors and carry out activities which may include constant hand functions, constant seated postures, occasional forward reaching, occasional standing, frequent neutral neck postures, occasional walking, frequent dynamic neck movement, lifting up to 10kg, carrying up to 10kg.

CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.
3. Adherence to all relevant Council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Local Government Act, 2009* and *Work Health and Safety Act, 2011*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a position on a temporary basis, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Medical assessment
- Criminal History Check
- Reference and licence checks.

CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	1
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	1
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	1
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	1
Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	1
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	1
Customer service	Aligning your behaviour with the customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	1
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	1

A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.

GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any competency, licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said competency/licence/qualification.

Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date
