

CLARENCE VALLEY COUNCIL

Position Description

Trainee Customer Service Officer

Directorate	Corporate and Governance
Location	Grafton
Classification/Grade/Band	Local Government (State) Award 2020 - Clause 31E
Position Code	
Date position description approved	20 July 2020

Overview

With a large geographical area of 10,441 square kilometres and a population of almost 52,000 the Clarence Valley local government area is the gateway to the north coast of NSW and within easy driving distance of the south east Queensland. Encompassing beautiful beaches, stunning hinterland and the mighty Clarence River, the Clarence Valley is the ideal place for balancing work, life and relaxation. Clarence Valley Council is on an important journey in becoming a customer focused organisation that provides quality services in an efficient way.

Values



Primary purpose of the position

The Trainee Customer Service Officer provides support and information to customers at the first point of contact with Council across multiple channels. The role has a strong focus on promoting and communicating Council services in an efficient and courteous manner.

Key accountabilities

Within the area of responsibility, this role is required to:

- Assist customers by providing friendly, accurate and timely advice and service.
- Accurately record requests, complaints and applications in our corporate systems.
- Accurately undertake cash handling tasks, including processing, receipting, balancing and banking.
- Participate in team meetings and discussions.
- Complete all aspects of Traineeship including theory and practical study.

Key challenges

- Providing quality support and advice to staff for a diverse and constantly evolving business
- Maintaining knowledge on business processes and activities in a rapidly changing industry
- Balancing work and study

Key internal relationships

Who	Why
Team Leader Customer Service	To support and seek direction and guidance on tasks, goals and objectives
Customer Service Team	To support and participate in the Team to achieve tasks, goals and objectives

Key external relationships

Who	Why
Education Provider	Assist in completion of theory related to certificate requirements

Key dimensions

Decision making

To understand and follow directions, seek clarification and guidance from team members and people managers when needed.

Reports to	Team Leader Customer Service
Direct reports	Nil
Indirect reports	Nil





Essential requirements

- Eligibility is required for a Government funded traineeship
- General computer and applications knowledge such as Microsoft Office

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability

Below is the full list of capabilities and the level required for this position. The focus capabilities are in bold. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Foundational
	Community and Customer Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Capability Group	Capability Name	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Checks understanding of own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of others
Relationships Community and Customer Focus	Foundational	<ul style="list-style-type: none"> • Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs • Informs customers of progress and checks their needs are being met
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Finds and checks information needed to complete own work tasks • Breaks down information and issues into component parts • Thinks through the options available and checks his/her suggested approach • Refers complex issues and problems to a manager/supervisor
Resources Technology and Information	Foundational	<ul style="list-style-type: none"> • Shows confidence in using the technology required in the role • Uses technology appropriately, in line with acceptable use policies • Completes work tasks in line with records, information and knowledge management policies