

# Position Description

## Customer Service Advisor (Administration)

**Name of appointed officer:** Vacant

**Date of appointment:**

**Date of last review of position description:** February 2018

### Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 2 Level 1
Position limit within salary system: (20 Grade structure)	Grade 7 - Entry to Step 4
Status of position:	Permanent
Hours of work per fortnight:	70

### Organisational relationships

Directorate:	Environment, Planning and Community
Section:	Care & Support Services
Team:	Administration
Work base:	Maclean
Position responsible to:	Senior Administration Officer
Level of support and supervision:	Low
Level of personal management	High
Level of teamwork required:	High
Supervision of staff:	Medium
Internal contacts:	All staff within Council
External contacts:	High level contact with the public, customers of care and support, government agencies, community groups

## Vision, mission and values

<b>Our vision:</b>	To make the Clarence Valley a community full of opportunity
<b>Our mission:</b>	To plan and deliver services valued by the community
<b>Our values:</b>	the acronym ' <b>STRIVE</b> ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



## Our Values and Behaviours

### Safe

We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.

Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate

### Teamwork

We will work together as one council towards shared goals and for the greater good of the community.

Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"

### Respect

We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.

Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip

### Integrity

We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.

Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others

### Value

We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.

Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment

### Engagement

We will engage with our staff and community to inform our decision making, and create awareness of our activities.

Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

### Physical requirements of the position

Frequent use of computer keyboard

Prolonged periods of sitting

### Purpose of the position

To provide the Care and Support Services Section with high level administrative support and customer service to support the multi-disciplinary team

Assist the Manager and senior team with administrative support to ensure efficient running of the Section

Provide an effective link between Manager, Coordinators, Intake team, customers and Care and Support Services staff.

To ensure the accurate maintenance of Care and Support data and records

### Major duties and responsibilities

Undertake administrative duties to support the efficient operation of the Care and Support Services Section

Supervise the day to day duties of the Care and Support Administration team and develop training, procedures and coordinate meetings to meet team requirements

Liaise with clients, service providers and contractors and respond to enquiries about Care and Support Services programs

Liaise with the Customer Service Advisors (Intake) to ensure the efficient operation of the Section

Support the administration and intake staff to ensure they meet all reporting requirements and KPIs

Undertake administrative, rostering and financial duties and assist in the development and/or enhancement of these systems

Prepare and maintain records and other forms of documentation relevant to Care and Support Services to relevant standards

Maintain and develop an accurate service database and client mailing list, and maintain and compile statistical information as required

Assist the Manager and Senior team with administration duties as requested

Organise or provide relief for Administration Officers at other Care and Support Services locations within the Council area when required

Participate in and contribute to quality improvement activities and initiatives

Develop and improve operational systems specific to Care and Support requirements

Organise the marketing strategy for Care and Support including organising and participating in promotional activities and events, updating information on website, social media and printed materials

### Major duties and responsibilities

Undertake necessary personal and professional development in line with the present and future needs of the position and work within agreed individual work objectives, and training plans

Organise and/or attend team meetings and external meetings as required for the position

### Essential selection criteria

*The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.*

#### Education and knowledge

Certificate IV in an Administrative, Business or Financial field; **or** equivalent relevant industry experience

#### Licences/tickets, clearances, membership

Current driver's licence

Criminal history that does not adversely affect ability to perform the inherent requirements of the position

#### Experience

Demonstrated experience in an office administration and/or financial support role

#### Position related skills

Intermediate proficiency in Microsoft Excel and Word and sound computer literacy in email and Internet programs with an aptitude to learn new programs

Demonstrated accurate data entry/typing skills

Demonstrated well developed oral, written and interpersonal communication skills, with the ability to liaise, develop rapport and resolve conflict effectively with a diverse range of people

Demonstrated ability to effectively organise a team, prioritise and complete tasks, lead projects and apply attention to detail

#### Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Ability to maintain confidentiality in the workplace and to work in an open and transparent manner

### Desirable selection criteria

*The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.*

#### Education and knowledge

Demonstrated knowledge of the community care sector

Demonstrated experience in project and team work

#### Position related skills

Advanced proficiency in Microsoft Excel and Word and Basic proficiency in Publisher

**Desirable selection criteria****Personal qualities**

A demonstrated commitment to and knowledge of Equal Employment Opportunity and cultural diversity principles

**Other features of this position may include**

Contact with challenging customers

Providing relief within Care and Support Services, which may include working from other locations within the Council area

Any change in the incumbent's criminal history must be reported to the Manager Care & Support Services or the People, Culture and Safety Unit immediately, to meet legislative requirements

**Generic performance requirements**

**Ethics/probity** – act in accordance with the Code of Conduct.

**Equal employment opportunity** - comply with Council's Equal Employment Opportunity (EEO) Protocol.

**Health and safety (WHS)** - undertake duties and act at all times in accordance with the WHS Management System.

**Other duties (outside of specific position requirements)** - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

**Declaration**

In signing this declaration I acknowledge that I, .....  
have been advised of the requirements, terms and conditions of appointment to this position based on this Position Description.

Signed: ..... Date .....  
*Employee*

Signed: ..... Date .....  
*Senior Coordinator People, Culture and Safety*