

CLARENCE VALLEY COUNCIL

Position Description

Customer Service Officer (Planning)

Directorate	Corporate & Governance
Location	Grafton
Classification/Grade/Band	Grade 9
Position Code	
Date position description approved	12 May 2021

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

As a member of the Customer Service team, the Customer Service Officer (Planning) is responsible for pre-lodgement customer relationships by engaging the applicant at the first point of call for planning and development activity and collaborating with development and building staff to provide a customer focused development application lodgement experience.

Key accountabilities

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

- Act as the first point of reference for detailed planning and development advice, guidance and response for customer enquiries prior to lodgement of development applications.
- Support and participate in pre-lodgement meetings with applicants and professional staff as required.
- Improve development application quality through preliminary assessment of applications for accuracy and completeness, prior to commencement of assessment.
- Provide timely advice and response to development applicants by establishing professional and customer centric relationships with industry stakeholders on behalf of Council.
- Improve Council's first point of contact advice, by identifying and developing standard procedures and improving the knowledge management system advice on planning instruments and building legislation.
- Establish education tools to improve community knowledge of the planning system and the assessment process.
- Provide advice and support to Customer Services Officers to respond to basic planning and development enquiries and, relief backup at times when resources are low.

Key challenges

- Implementing a new way of doing business and establishing rapport with long term customers accustomed to current practice will require the building of trust through a consistent and reliable approach that delivers high quality outcomes.
- Managing timely response to planning and development enquiries will require the ability to prioritise and a commitment to delivering on agreed outcomes.

Key internal relationships

Who	Why
Team Leader Customer Service	Receive instruction, seek guidance and support and provide advice and feedback in relation to processes.
Customer Service Officers	Provide education and guidance to respond to standard planning and development enquiries and relief support as agreed.
Staff involved in the development application process	Provide feedback on process improvement and collaborate on improved customer service.

Key external relationships

Who	Why
General public and development applicants	Provide education and guidance on planning matters. Establish rapport and provide individualised first point of contact advice and support to applicants prior to lodgement of development applications.

Key dimensions

Decision making

The position is responsible for providing advice to customers prior to lodgement of development applications.

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





Essential requirements

Demonstrated experience providing quality customer service with local government or industry knowledge/experience of the NSW planning scheme and development application lodgement process, or capacity to learn. Current driver's licence.

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	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate

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	Intermediate	<ul style="list-style-type: none"> Understands what needs to be done and steps up to do it Pursues own and team goals with drive and commitment Shows awareness of own strengths and weaknesses Asks for feedback from colleagues and stakeholders Makes the most of opportunities to learn and apply new skills
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Gathers and investigates information from a variety of sources Questions basic inconsistencies or gaps in information and raises to appropriate level Asks questions to get to the heart of the issue and define the problem clearly Analyses numerical data and other information and draws conclusions based on evidence Works with others to assess options and identify appropriate solutions
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness