

Eurobodalla Shire Council Information Package

Position vacant: Senior Customer Service Officer

Ref no: ESC969

Closing date: Sunday 12 May 2024 at 11:00pm

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Eurobodalla Shire Council
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Thank you for enquiring about this position.
If you would like more information after reading this package,
please contact Kate Smith on (02) 4474 1075.

Important information

Use our online application system to apply for this position. This can be accessed through the Vacant positions page of Council's website at www.esc.nsw.gov.au/jobs-at-council.

Applicants found suitable through this recruitment process may be contacted for fixed term contract opportunities of less than 12 months where the position is similar in nature – meaning the position requires the same nature of duties, abilities, qualifications, experience and standard of work performance.

Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples to demonstrate your knowledge and experience.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application please contact Council's Recruitment team on 02 4474 7378.

Senior Customer Service Officer

Position Code:	256
Division:	Governance and Administration
Location:	Moruya Administration Offices
Band/Grade:	Administrative / Technical / Trades Band 2 Level 2 – Grade 10

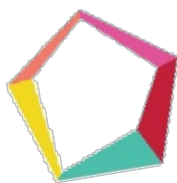
Council values

At Eurobodalla Shire Council we embrace diversity and inclusion and value the contribution and experience of all our people. We are proud to work on Yuin Country.

Our Council Values represent “the way we do things around here.” We value collaboration, respect, teamwork, professionalism, openness and trust. Our values guide our decision-making and behaviour and underpin the interactions and professional relationships we have with others in our day-to-day work.

Values also contribute to our organisation's strategic direction and reinforce our commitment to creating a safe and mentally and physically healthy workplace. We strive to build a workforce culture that embraces work-life balance, wellbeing, and flexibility.

We encourage applications from people of all backgrounds and abilities.



We are collaborative

We ask for and share ideas, insights and knowledge.
We find strength and reward in working together.

We are respectful

We show respect and compassion to each other and our community. When there are issues, we go to the sources.

We show team spirit

We nurture and value our relationships, bringing out the best in each other.

We are professional

We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.

We are open and trusting

We are upfront and sincere and trust our colleagues to respect our honest and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

Take a lead role in the daily operations of front counter and the service delivery of a customer-focused contact point.

Assist the Customer Service and Information Coordinator to supervise and undertake administrative support.

Main duties and key result areas (KRA):

1. Take a lead role in supervising and overseeing daily activities of the Customer Service team including switch operations.

KRA: Staff are supported with appropriate training, work is allocated fairly and high performance culture is developed. Ensure that all activities provided by the customer service team are completed with accuracy, information is provided in a transparent, open and timely manner and cashiering is balanced 100% at each session's end.

2. Provide advice, recommendations and solutions to actively promote and develop a customer first culture in the team, that focuses on achieving service excellence and first point of contact resolution where possible. Developing policies and procedures where appropriate.

KRA: Demonstrate exceptional customer service through an outcome, customer centric approach that assists and supports officers with complex enquiries and escalations. Promote, support and model customer centric behaviours in all interactions demonstrating a commitment to customer service excellence and a champion for customer issue resolution.

3. Support policy and standard operating procedure development to ensure the delivery of business performance and innovative process improvement.

KRA: Responsible for continued updating of customer service procedures and further development and improvement of business processes. Identify opportunities for customer experience improvement opportunities.

4. Provide ongoing training, coaching and induction activities to customer service officers.

KRA: Responsible for the delivery of new starter training and induction activities. Review training material regularly and actively identify training and coaching opportunities to ensure high performance of the team.

5. Administer technical assistance, advice and basic trouble shooting assistance with ECR including undertaking routine regression testing and system improvements.

KRA: Timely resolution of software system issues and liaising with ECR System Improvement Officer when required. User acceptance and regression testing when required.

6. Undertake records management and switch activities when required.

KRA: Collaborate with the customer service team and action daily tasks when staff are on leave, providing support to the team in all capacities.

7. Provide support to the Coordinator through special projects, assisting with delivery of team meetings and staff recruitment.

KRA: Perform other duties as requested within this position's scope and in accordance with skills, knowledge and experience.

8. Provide advice and education to the team in applying procedures, guidelines, and legislation associated with requests for personal information and access to information.

KRA: Knowledge is current and forms the basis of accurate advice as required. Knowledge of relevant legislation including PIPPA, GIPA and Copyright Acts and ability to exercise judgement appropriately when assessing request for information and processing applications.

9. Within area of responsibility, ensure

- the application of EEO and Diversity principles
- the health and safety of all persons through the implementation of, and compliance with Council's WHS Policy and procedures.

KRA: WHS Policy and WHS system implemented together with demonstrated compliance with EEO and Diversity principles and practices.

Qualifications/experience (selection criteria)

Essential

1. Certificate IV in customer service, business administration or related discipline, or equivalent experience in a customer service supervisory role.
2. Demonstrated relevant experience in provision of high-level customer service, conflict resolution and problem-solving skills. Sound knowledge of customer service principles and practices.
3. Ability to supervise staff and effectively coordinate workloads, manage performance and create a harmonious team environment.
4. Excellent organisational and administrative skills (including record keeping and cash handling) with a demonstrated ability to meet deadlines through appropriate prioritisation of own work and that of staff.
5. High level technology skills across a range of programs including Microsoft Office.
6. Demonstrated ability to interpret and apply legislation or policies, to ensure Council meets legal/statutory responsibilities.
7. Strong interpersonal skills, with the ability to communicate effectively with customers, community members and staff at all levels.

8. Demonstrated knowledge of, or an ability to quickly gain knowledge of, Council's WHS Policy and WHS System and EEO and Diversity related policy and practices.

Desirable

1. Previous experience with TechnologyOne systems.
2. Knowledge of Privacy and Personal Information Protection Act 1998, Government Information (Public Access) Act 2009 and Copyright Act 1968.
3. Justice of the Peace qualification (or ability to obtain within 6 months).

Licence and qualification requirements

1. Class C Driver's Licence.

A satisfactory outcome as a result of a National Criminal History Record Check is a requirement for this position.

The requirements outlined in Eurobodalla Shire Council's Policies and Codes of Practice apply to all employees of Council.

Supervisor:	Customer Service and Information Coordinator
Date	April 2024

Conditions of employment

Position title:	Senior Customer Service Officer
Reference number:	ESC969
Grading:	Grade 10 of Council's salary system
Salary range:	<p>In the range of \$73,888.95 to \$81,117.48 gross per annum comprising:</p> <ul style="list-style-type: none">• \$66,566.62 to \$73,078.81 base salary• \$7,322.33 to \$8,038.67 superannuation (calculated at 11%)
Award:	Local Government (State) Award 2023
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Criminal Record Check:	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to this position. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Hours of work:	<p>Full time, 70 hours per fortnight. Office hours are:</p> <p>8.15am to 4.45pm Monday to Friday</p> <p>Eurobodalla Shire Council has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.</p>
Location:	Based from Council's Main Office in Moruya, (corner of Vulcan and Campbell Streets), and may be required to work at various locations across the Shire.
Leave entitlements:	<p>4 weeks annual leave per full year of service. Annual leave accrues progressively over a 12 month service period and accumulates from year to year.</p> <p>3 weeks sick leave on commencement. Additional 3 weeks accumulated on each anniversary of appointment.</p>

Organisation chart

