

POSITION DESCRIPTION



Casual Administration/Customer Service Officer

Position Details

Position Number	---			
Directorate	N/a			
Department	As required			
Section	As required			
Location	As required			
Reports To	As assigned			
Award Classification	Band	Operational	Level	3
	Status	Casual	Grade	5
Prepared By	Helen Stapleton, Human Resources Officer (Payroll)			
Date	3 July 2023			
Other Conditions and Benefits	<ul style="list-style-type: none">Nil			
Approved By		Date		

Our Vision

Glen Innes Severn Local Government Area will be recognised as: A Prosperous Connected Community that Nurtures its People and Places.

Our Mission Statement

Together we focus on our customers and partners to deliver the best possible local government services and projects at the best possible value now and into our shared future.

Our Values

Respect – Integrity – Courage – Honesty – Transparency

Our Council

Working for Council means you'll be joining a dedicated team where your individual effort is part of something much bigger – delivering great things for our community.

The Council covers an area of 5,487km², and is located in the beautiful New England area of NSW. This area encompasses the town of Glen Innes and villages of Deepwater, Emmaville, Glencoe, Wellingrove and Red Range. We're proud of the contribution our community makes to this vibrant, dynamic and attractive area in which to live and work.

The Role

This position will undertake general administration duties and greets customers and visitors to Council's offices, responding to enquiries made in person or by telephone.

Selection Criteria

Applicants should carefully address all criteria in their applications. To be recommended for appointment, applicants must demonstrate that they meet the essential criteria.

Essential

- ✧ Demonstrated interpersonal skills with a strong customer service focus
- ✧ Excellent oral and written communication skills
- ✧ Demonstrated attention to detail
- ✧ Sound computer skills, particularly data entry skills, spreadsheets, word processing, Internet and email

Desirable

- ✧ Qualifications in Business Administration or the equivalent
- ✧ Current Class C (car) drivers licence

Essential Duties and Responsibilities

The duties and responsibilities listed here are considered essential to achieving the primary objectives of this job. Other duties consistent with the functions and role of the position may be assigned.

- ✧ Promotes the image of the Council in a positive manner and actively works to promote good public relations.
- ✧ Greets customers and other visitors to Council's offices, provides information and assistance, and issues relevant forms and information pamphlets.
- ✧ Answers and screens incoming telephone calls.
- ✧ Responds independently to enquiries where possible and refers issues requiring specialist or expert knowledge to staff members who have the appropriate expertise.
- ✧ Provides basic support and maintenance for Council's photocopiers, facsimile machines and printers by checking and ensuring that toner and paper supplies are maintained in machines at all times and by assisting other staff and maintenance personnel with routine problems.
- ✧ Maintains public foyers, reception areas and photocopy / computer rooms to ensure that these areas are kept in a neat and orderly state.
- ✧ Assists other staff to carry out sundry administration tasks as required or directed.
- ✧ Ensures that information and records are maintained and stored in accordance with relevant policies and procedures, in consultation with Council's Records Supervisor.
- ✧ Performs any other assigned duty consistent with the responsibilities of the position and within the limits of the skills, competence and training of the employee.

Supervisory Responsibilities

This position does not have any supervisory responsibilities.

Financial Authority

This position has no authority to approve or control expenditure.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; talk and hear, in a work environment with generally low levels of background noise; and use hands and arms to operate keyboards and other office equipment. The employee must occasionally lift and move objects up to 10 kilograms in weight, using safe lifting techniques.

Specific vision abilities required by this job include close vision for reading, writing and computer operation; plus distance vision, peripheral vision and depth perception, necessary for the safe operation of a motor vehicle on public roads.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate. There are no other unusual work environment characteristics associated with this job.

Computer Skills

✧ Sound computer skills, particularly data entry skills, spreadsheets, word processing, Internet and email

Key Accountabilities / Behaviours

Communication	Comprehends oral and written information, and clearly and effectively expresses self in the presentation of ideas; develops written work in a logical and comprehensive manner where appropriate
Safety	Follows safety policies and procedures using proper techniques to ensure the protection of people and property
Interpersonal Relations	Establishes effective working relationships with co-workers, supervisors & managers, clients and/or the public; gets along well with others
Acceptance of Supervision	Willingly accepts and follows instructions given by supervisor in the performance of duties; responds to training and coaching in a constructive manner
Motivation / Initiative	Displays an interest in performance of tasks, including those over and above regular assignments; willingly accepts increasing responsibility and accountability; makes recommendations and suggestions to improve operations
Adaptability / Flexibility	Adapts readily to new situations and changes in the workplace; works well under pressure; learns and functions well under widely different situations and circumstances
Customer Service	Demonstrates knowledge of internal and external customers; is sensitive to customer needs and expectations; anticipates needs and responds promptly and willingly to provide information, services and/or products as needed
Confidentiality	Can be trusted to use discretion in dealing with customers and fellow employees; maintains confidentiality of information or materials appropriate to position

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Judgment / Discretion	Exercises logical thinking and foresees consequences of actions; has adequate knowledge of all applicable policies or rules and selects appropriate guidelines or procedures to follow in a variety of situations
Planning / Organising	Establishes priorities and work sequences to coordinate efforts, maintain work flow and meet deadlines; ensures sufficient functioning through smooth interface with related processes
Problem Solving / Decision Making	Recognises and defines problems; thoroughly obtains and analyses facts; takes immediate corrective action; uses resources and techniques to develop sound solutions while foreseeing possible consequences

Council Codes and Rules

The employee who occupies this job must be knowledgeable about Council's Code of Conduct and other policies and organisation rules that affect his or her employment. It is a requirement of the job that these codes, policies and rules are followed.

WHS and Risk Management Responsibilities

- ✧ Comply with all Work Health and Safety legislation and risk management requirements and abide by all relevant policies and procedures.
- ✧ Undertake appropriate training and inductions, and comply with instructions
- ✧ Appropriately use all PPE and resources provided to undertake the work safely.
- ✧ Ensure hazards are identified in the workplace and appropriate control measures are in place.
- ✧ Comply with statutory, Council and legal requirements in the areas of risk management including Work Health and Safety.
- ✧ Comply with all injury management processes and legislation including the direct reporting and investigation of injuries, accidents and near misses.

EEO Management Responsibilities

- ✧ Demonstrate a positive commitment to and compliance with all relevant Equal Employment Opportunity legislation, covering all forms of workplace discrimination, harassment and bullying.
- ✧ Comply with Council' EEO policies and report breaches.

Acknowledgement and Acceptance

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. This is not a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee Name

Signature

Date

Supervisor Name

Signature

Date