**Position Description**

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| **POSITION DETAILS** | |
| **TITLE** | Business Support Officer – Customer Service |
| **DIRECTORATE** | Corporate Services |
| **LOCATION** | Council Offices, 63 Elgin Street |
| **AWARD BAND AND LEVEL** | Band 2 Level 2 |
| **GRADE** | Grade 8 |

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| **RELATIONSHIP AND STAKEHOLDERS** | |
| **REPORTS TO** | Team Leader Customer Service |
| **KEY INTERNAL RELATIONSHIPS** | * All staff and Directorates * Leadership Team * Records Team * Customer Service Team |
| **KEY EXTERNAL STEKAHOLDERS** | * Gunnedah Shire Council Residents and Ratepayers * Customers of Council |

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| **THE WAY THIS POSITION SUPPORTS COUNCIL:** |
| Gunnedah Shire’s community is a vibrant regional hub supporting a diverse range of industries and economic development. Gunnedah Shire Council partners with our community to promote, encourage and support sustainable regional development opportunities designed to enhance our Shire’s identity and quality lifestyle. By partnering with our community in this way we show our commitment to providing them with excellent customer service and demonstrating how we integrate our core values of:   * Equity * Leadership * Efficient and effective use of resources * Integrity * Openness and accountability and * Our commitment to providing safe and accessible spaces for our community.   The role of Business Support Officer – Customer Service is an integral part of our team and supports the commitment we make to our community in providing efficient, responsive, open and accessible service to them. |
| **THE PURPOSE OF THIS POSITION IS TO:** |
| The Business Support Officer – Customer Service, is responsible for delivering a high standard of customer service internally and externally. The role provides administrative support to the Corporate Services directorate to ensure it meets its administrative commitments to Council, customers and stakeholders.  **KEY RESPONSIBILITIES**   * Be the first point of contact for customers via telephone and counter enquiries providing pleasant, accurate and timely responses on Council Services, products and activities. * Ensure all correspondence is completed to the highest standard and meets Council's policies and procedures relative to corporate records management and the Customer Service Charter. * Ensure all customer enquiries are identified and completed with a high level of efficiency, accuracy, friendliness and with a solution oriented approach to foster goodwill and promote a positive customer service experience. * Provide frontline customer service functions. * Undertake accurate and timely cashiering duties including receipting of payments and end of day reporting processes. * Possess a high level of knowledge relative to legislation, policies, processes and standards relative to Local Government, Privacy Laws and Gunnedah Shire Council. * Have a broad knowledge base of Council's departments, functions and responsibilities. * Maintain confidentiality, privacy and discrete handling of customer enquiries and concerns with compassion and as required by law. * Provide Key User support for the team. * Prepare and distribute memos, reports, correspondence, agendas and other attachments as requested by team members.   **TASKS**  **Customer Service**   * Provide customer service of the highest standard to customers, stakeholders and the local community in line with Council's adopted Customer Service Charter. * Provide accurate, timely, relevant and solution oriented information and advice to customers. * Process Customer Service Requests. * Perform receipting and cash handling duties. * Provide specialised frontline assistance and information relative to other Council departments, including but not limited to finance, rating and planning information.   **Communication**   * Ensure the regular, timely and effective dissemination of information across the organisation. * Ensure all communication is created in line with corporate branding and design templates.   **Administrative Support**   * Provide administrative and clerical support to the Corporate Services directorate. * Prepare reports, minutes and all other communication required by the Corporate Services directorate.   **Corporate**   * Provide support and technical advice to assist internal stakeholders with approved administration service processes. * Undertake necessary personal professional development in line with the present and future needs of the position. * Maintain standards and ensure compliance with WHS and risk management systems. * Ensure all Equal Employment Opportunity obligations are met and workplace is kept free of all forms of harassment.   **Records Management**   * Provide key user support for the Corporate Services directorate. * Promote and support the operation and development of Council’s electronic records management system (Dataworks). * Ensure correct registration of all corporate records into Dataworks.   **Work Health and Safety**   * Comply with Councils' code of conduct, WHS management system and all relevant policies and procedures. * Implement, monitor and review risk management programs and procedures relevant to position.   **Regulation**   * Maintain an understanding of current legal obligations and responsibilities relating to the position. * Ensure all purchases are within the statutory obligations and Council’s purchasing policy and position delegation.   *This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Gunnedah Shire Councils core values, Code of Conduct and Equal Employment Opportunity Principles.* |

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| **KEY RESULT AREAS** | **TIME** | **KEY ACTIVITIES** |
| Finance |  | * Comply with relevant budget processes and procedures, ensuring appropriate charge numbers and costing codes are used. * Regularly review and track budget expenditure. * Develop cost, quantity and time estimates for activities. * Assist in preparation of the annual budget. |
| Strategy |  | * Contribute to continuous improvement involving internal systems of work. |
| Customer/stakeholder employees are expected to convey a professional image of Council at all times |  | * Attend to staff requests and enquiries. * Provide specialist information and advice to customers. * Ensure accurate records are maintained in Council’s corporate systems as appropriate. * Participate in customer and stakeholder forums and meetings. |
| Operations |  | * Ensure compliance within the scope of legislative requirements and Council polices. |
| WHS, Environment and Quality – all duties to be carried out in accordance with Council’s IMS and appropriate legislative requirements | WHS, Environment and Quality are inherent across all roles at Council and therefore has no specific weighting | * Participate in site inductions, risk assessments and inspections as appropriate. * Carry out all activities in accordance with the Council IMS requirements. * Ensure all employees, contractors and others on site comply with all relevant Council safe systems of work. * Conduct site induction including checking appropriate safety certification, explain site rules and incident reporting procedures for staff, contractors and others. |

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| **CAPABILITY FRAMEWORK** | |
| **INTERMEDIATE** |  |
| **MANAGE SELF** | * 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. |
| **DISPLAYS RESILIENCE AND ADPATABILITY** | * Adapts quickly to changed priorities and organisational settings. * Welcomes new ideas and ways of working. * Stays calm and focused in difficult situations. * Perseveres through challenges. * Offers own opinion and raises challenging issues. |
| **ACT WITH INTEGRITY** | * Maintains confidentiality of customer and organisational information. * Is open, honest and consistent in words and behaviour. * Takes septs to clarify ethical issues and seeks advice when unsure what to do. * Helps others to understand their obligations to follow the code of conduct, legislation and policies. * Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest. |
| **DEMONSTRATE ACCOUNTABILITY** | * Follows through reliably and openly takes responsibility for own actions. * Understands delegations and acts within authority level. * Is vigilant about the use of safe work practices by self and others. * Is alert to risks in the workplace and raises them to the appropriate level. |

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| **SELECTION CRITERIA TO BE ADDRESSED** | |
| **QUALIFICATIONS** |  |
| **Essential**   * Qualifications in Business or Office Administration or equivalent of 3 years' experience in a high demand office environment. * High level written and verbal communication skills with a high level of attention to detail and an ability to work under pressure and to strict deadlines. * Demonstrated excellent customer service skill and management techniques in both face to face and phone interactions. * Ability to show initiative, work independently and also operate efficiently as part of a team. * Demonstrated experience in cash handling and reconciliation procedures. * High level computer, systems and database skill, including Customer Record Management Systems. * Demonstrated commitment to continuous improvement. * Excellent time management skills with the ability to assess and prioritise workloads. * Demonstrated commitment to the principles of Work Health and Safety and Equal Employment Opportunity. | **Desirable**   * Previous experience in Local Government * Knowledge of Dataworks and Intramaps software. |

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| **SIGNATORIES \*** | |
| **POSITION INCUMBENTS NAME** |  |
| **SIGNATURE** |  |
| **DATE** |  |
| **SUPERVISOR’S NAME** |  |
| **SIGNATURE** |  |
| **DATE** |  |
| **MANAGER’S NAME** |  |
| **SIGNATURE** |  |
| **DATE** |  |

\* *Note that signing the Position Description indicates an agreement and acceptance of the content as at the date of signing.*