

Position Description

POSITION TITLE		Specialised Customer Service Officer (Planning and Development)			
REFERENCE/POSITION NUMBER		CUS0002/2			
DEPARTMENT		Corporate and Commercial Services	<div></div>		
ACCOUNTABLE TO		Customer Service Coordinator			
SUPERVISOR		Customer Service Coordinator			
DIRECTLY SUPERVISES		None			
INDIRECTLY SUPERVISES		None			
VOLUNTEERS SUPERVISED		None			
GRADE	8	STATUS	Permanent	TYPE	Full time
HOURS	35		LOCATION	Administration Building	
MOBILE PHONE	No		LAPTOP	No	
VEHICLE		No vehicle			
LAST UPDATED		10/10/2019			



RESPECT

We treat others as we expect to be treated
- in a fair and professional manner.



INNOVATION

We champion change in order to provide superior services to our community.



INTEGRITY

We are open, honest and ethical in our behaviours
- at all times.



TEAMWORK

We are one team - working together with trust and commitment to achieve shared goals.



EXCELLENCE

We aspire to be the best
- in everything we do.

OBJECTIVES

- Provide a high level of front line customer service to customers regarding the lodgement process for development related applications and certificates.
- Responsibility for complex development related applications and certificates being lodged with Council against Council checklists and policies, the requirements of the Environmental Planning & Assessment Act and Environmental Planning & Assessment Regulation to ensure the completeness of the applications and certificates to assist efficient processing.
- To promote the image of an effective and efficient Council to the community through the provision of sound application and certificate lodgement advice and quality Customer Service.
- To Demonstrate the Council's Values of Respect, Integrity, Innovation, Teamwork and Excellence in your work and interactions with others.

SELECTION CRITERIA

ESSENTIAL

- Certificate IV in Local Government Planning or similar, or working towards a relevant qualification.
- Previous training in Planning and Development short courses.
- Demonstrated experience in the coordination and administration of the lodgement process for development related applications and certificates.
- Ability to read plans and determine the thoroughness of plans and supporting documents for development related applications and certificates proposed to be lodged with Council.
- Experience working in a customer service environment, with exceptional customer service skills including the ability to negotiate and deal effectively with customers in difficult situations.
- Experience in an administration role, including proficiency in MS Office, databases and spreadsheets.
- Experience in contributing to improvements to a quality management system or business process improvements to improve efficiencies.
- Demonstrated ability to work effectively as part of a team, with the ability to consult, train, share information and work collaboratively.
- Demonstrated excellent interpersonal, oral and written communication skills.
- Demonstrated effective time management and prioritisation skills with the ability to balance competing workloads and deliver within competing deadlines.
- Understanding of the functions and services provided by Local Government.

DESIRABLE

- Knowledge of the Council checklists and policies, the requirements of the Environmental Planning & Assessment Act and Regulation as they relate to development related applications and certificates lodgement.
- Experience interpreting plans and property information.
- Certificate IV in Customer Service.
- Class C Driver's Licence.
- Experience in working with Civica Authority, Authority Property System and e-planning.
- Knowledge of Kiama Local Government area.

DUTIES

- Responsible for the creation, implementation and updating of internal checklists and all development related forms.
- Responsible for the implementation of processes and workflows for all applications.
- Responsible for the training of Customer Service Officers in relation to all applications.
- Be the initial contact for members of the public in relation to the lodgement process and requirements for development related applications and certificates.
- Responsible for the preliminary review of development related applications and certificates lodged with Council to determine their acceptability for lodgement against Council checklists and policies, the requirements of the Environmental Planning & Assessment Act and Environmental Planning & Assessment Regulation to ensure the completeness of the applications and certificates to assist there efficient processing.
- Ensure prompt and effective customer communication concerning completeness of development related applications and certificates being lodged ensuring performance targets and deadlines are met.
- Meet regularly with representative from Development Assessment and/or Strategic Planning to remain current with technical and policy changes affecting the processes of preliminary review and lodgement of development related applications and certificates.
- Evaluate processes regularly for continuous improvement opportunities, identifying areas where improved checklists, procedures and techniques can be employed to enhance the process of development related applications and certificates lodgement.
- Relief Customer Service Coordinator to cover Annual, Accrued and Sick leave as required.
- Update and maintain Council records accurately and efficiently.
- Attend training courses as required.
- Liaise with the general public regarding all enquiries, forms and complaints and generate Customer Action Requests when appropriate.
- Assist the public with counter, telephone and written inquiries covering all facets of Council's operations if required.
- Assist in the operation of Council's Customer Service Call-Centre if required.
- Check plans, documentations and fees submitted with development related applications and certificates are correct and complete to ensure all lodgement requirements are met.
- Provide information on specific customer service enquiries such as, but not limited to; animal registration and complaints, waste management services, hall hire bookings, maps and zoning instruments if required.
- Maintain familiarity with current development applications, planning and other matter that are on public exhibition.
- Liaise with other Council staff as required to obtain resolution of enquiries.
- Act as a Cashier for receipt of monies directly over the counter and the receipt of remittances received through the mail if required.
- Develop and utilise Council's computer systems to generate letters, information and reports.
- Communicate effectively with Council staff, external customers and contacts.
- In consultation with the Customer Service Co-ordinator, provide appropriate training and mentoring for other customer service personnel.
- Other duties as established through Departmental Level Service Agreements.
- Take all reasonable steps to ensure compliance with Council's policies, procedures and legislation and care of self and others in the workplace.

CORPORATE RESPONSIBILITIES

RESPECT AND DIGNITY

All employees are required to:

- Promote respect for others and fairness and equity, acting in accordance with principles of EEO and Anti-Discrimination
- Demonstrate respect for others and contribute to a positive work environment
- Take appropriate action to prevent bullying, harassment and discrimination of others
- Identify and minimise exposure to risk for self and others

INTEGRITY

All employees are required to:

- Comply with the Code of Conduct and all relevant legislative requirements, Council plans, protocols, policies and procedures
- Work within budget and time constraints to optimise outcomes while balancing resource requirements
- Apply policies, protocols and guidelines equitably and without personal bias
- Model Council's Values
- Use and protect Council's information, resources, equipment and systems in accordance with relevant protocols, policies and legislation

INNOVATION

All employees are required to:

- Identify and, in consultation with their supervisor, initiate opportunities for improvements in processes and service and waste minimisation
- Seek to understand and embrace relevant best practice and industry trends relevant to own work area
- Participate in ongoing learning and embrace relevant technology and change

TEAMWORK

All employees are required to:

- Actively share information, knowledge and skills with others to optimise organisational performance
- Take interest in and provide feedback on corporate initiatives
- Work positively and proactively with others, and to the best of your ability, to deliver organisational outcomes
- Provide support and advice, to others, in own area of expertise

EXCELLENCE

All employees are required to:

- Meet or exceed functional responsibilities and service level agreements described in position description and operational plans
- Support and use contemporary frameworks designed to optimise systems and processes
- Demonstrate an understanding of the needs of internal and external customers, as relevant to the role, anticipating and meeting their needs with the parameters of Council requirements
- Ensure current competence and relevant accreditation/licencing
- Follow safe and ethical practices to minimise risk to self and others
- Actively participate in relevant training and seek opportunities for ongoing learning as applicable
- Report incidents, illnesses and injuries immediately and take appropriate follow-up action if required

WORK, HEALTH AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

In addition to the overall corporate responsibilities listed above and the statements below, you are required to perform your duties in accordance with this Position Description, Council's Code of Conduct, policies, protocols and procedures.

Work Health and Safety (WHS)

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm
- Participate in development of safe work methods and risk assessments with your supervisor when required
- Actively participate in WHS inductions and training when required
- Wear personal protective equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage to Council's property to the responsible Manager

Certificates of Competency / Licences

- Where required for the position, either by legislation or through Council's policies, protocols and procedures, maintain all certificates, licences, operative training etc for the group, and advise the responsible Manager of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to the responsible Manager immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to the responsible Manager

Equal Employment Opportunity (EEO)

- Work to the best of your ability and provide quality service to customers
- Recognise the skills and talent of other staff members
- Act to prevent bullying, harassment and discrimination against others in your workplace
- Respect differences among your colleagues and customers such as cultural and social diversity
- Treat people fairly - don't discriminate against, bully or harass them
- Work in keeping with the Kiama Municipal Council's EEO management plan and other EEO policies

DELEGATIONS	
FINANCIAL DELEGATION:	Nil
RESPONSIBILITY DELEGATION:	Act in Accordance with Instrument of Delegation
NO OF CONTRACTS MANAGED:	None
ANNUAL VALUE OF CONTRACTS MANAGED:	None
CONTROL AND MANAGEMENT OF EXPENDITURE PER ANNUM:	No responsibility
BUDGET DEVELOPMENT:	None

CONDITIONS OF EMPLOYMENT		
AWARD/AGREEMENT	Local Government (State) Award	
PROTOCOLS:	Employees are to comply with Council's Code of Conduct and Council protocols at all times.	
PRE-EMPLOYMENT REQUIREMENTS:	<ul style="list-style-type: none"> Physical and mental capability to perform the inherent requirements of the position 	
	<ul style="list-style-type: none"> Proof of ability to legally work in Australia 	
	<ul style="list-style-type: none"> Pre-employment screening to Australian Standards in Employment Screening. 	
	<ul style="list-style-type: none"> Criminal record check 	Yes
	<ul style="list-style-type: none"> Pre-employment medical 	Yes
	<ul style="list-style-type: none"> Working with children check 	No

REPORTING RELATIONSHIPS



I have read the above position description for my role; I accept the responsibility for achieving the above duties and understand that I am accountable for their achievement.

Employee Signature:

Date: Drop down for date