

Lachlan Shire Council

Position Description

Customer Service Officer/Service NSW Officer



Directorate	Corporate & Community Services
Location	Administrative Offices (Condobolin and Lake Cargelligo)
Classification:	Grade 8
Responsible to	Payroll Officer/Customer Service Supervisor
Position Code	2210002
Date position description approved	8 July 2022

Council Overview

The Heart of NSW encompasses the local government area of the Lachlan Shire and is well known for its natural beauty, friendly and welcoming locals and relaxed bush lifestyle. The towns and villages in the Lachlan Shire capture the essence of life in the bush. All our towns and villages have unique features and attractions to explore, so come and see some of the most beautiful country in Australia.

Council Values

COOPERATIVE

Team work is the key, all working together towards a common goal

RESPONSIVE

Committed to the needs of the Organisation and the Community

RESPECT

We treat others with kindness, fairness and tolerance in all our professional and personal interactions

EFFECTIVE

We accomplish a purpose, we produce the expected result and are effective workers without wasting time and effort

PROUD

Primary purpose of the position

The position is responsible for providing a professional level of customer service at all times to Council's external and internal customers. This position involves front line customer service, telephone duties, cashiering, Service NSW duties and related tasks, and Library Services

Key accountabilities

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

- Provide responsive, accountable and a professional level of customer service at Council's Administration Offices including Service NSW and Library duties
- Relief provided at Condobolin and Lake Cargelligo Offices as required
- Accurately receipt Council and Service NSW monies and balancing of monies
- Provide accurate and efficient Service NSW transactions
- Provide excellent Reception services (telephone and counter)
- Assist with rating and annual charges enquiries
- Provide support to the Revenue Officer as required
- Accounts receivable processing
- Library book issues and returns are effectively managed
- Maintain a high level of confidentiality
- Apply Council policy and procedures at all times
- Ensure Council office/library are maintained to a high standard of cleanliness at all times.
- Effectively liaise with other Council staff and work teams
- Ensure all Council WH&S policies and procedures are adhered to at all times
- In accordance with Clause 9 (ii) Local Government (State) Award, the employer may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training

Key challenges

- Maintaining professionalism in challenging situations
- Keeping up to date with Service NSW's legislation and guidelines
- Have excellent time management skills, capability to plan, organise and meeting changing priorities

Key internal relationships

Who	Why
Council staff	<ul style="list-style-type: none">• Effectively liaise with other Council staff and work teams
Management	<ul style="list-style-type: none">• Receive advice from and support the Corporate & Community Services team
Internal Stakeholders	<ul style="list-style-type: none">• Maintain co-operative and effective communication with internal staff

Key external relationships

Who	Why
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Service NSW	<ul style="list-style-type: none"> Actively seek advice or information to effectively answer customer enquiries and transactions
External Stakeholders <ul style="list-style-type: none"> Council Ratepayers Service NSW Customers Library users 	<ul style="list-style-type: none"> Provide a prompt, courteous, accurate and professional level of service to Council's customers and stakeholders Accurately and efficiently process Council and Service NSW transactions Manage expectations and resolve issues Provide efficient Library Services

Essential requirements

- Ability to undertake Service NSW Training off site as required.
- Working with Children Check
- Demonstrated experience in cash handling and balancing
- Basic level Microsoft software (Excel, Word, Outlook) and computer skills
- Excellent customer service skills and experience
- Well-developed written and oral communication skills
- Demonstrated ability to work in a team environment
- Open Class 'C' Driver's License
- Justice of the Peace (or ability to acquire within 6 months)



Desirable requirement



- Experience with Council's accounting software suite (Authority) and Records Management system (HPE Content Manager)
- Certificate III in Business Administration
- Experience in accounts receivable processing
- Experience with Library issues and returns

Capabilities for the role

Below is the full list of competencies adapted from the NSW Local Government Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

Performance in the role will be assessed against these competencies.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Intermediate
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Plan and Prioritise	Foundational

	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
Results		
Resources		

Focus capabilities

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Maintains confidentiality of customer and organisational information • Is open, honest and consistent in words and behaviour • Clarifies ethical issues and promptly seeks advice when unsure what to do • Meets obligations to follow the code of conduct, legislation and policies • Reports inappropriate behaviour, misconduct and perceived conflicts of interest to a senior officer
Relationships Communicate and Engage	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Relationships Works Collaboratively	Foundational	<ul style="list-style-type: none"> Keeps team and supervisor informed of what he/she is working on Shares knowledge and information with team members and other staff Offers to help colleagues and takes on additional tasks when workloads are high Is aware of the wellbeing of co-workers and provides support as appropriate Is open to input from people with different experiences, perspectives and beliefs
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Takes the initiative to progress work tasks Clarifies work required and timeframe available Identifies what information/resources are needed to complete work tasks Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time and to the required standard
Resources Technology and Information	Foundational	<ul style="list-style-type: none"> Shows confidence in using the technology required in the role Uses technology appropriately, in line with acceptable use policies Completes work tasks in line with records, information and knowledge management policies