

# Business Support Officer – City Compliance

<b>Reports to</b>	Team Leader City Compliance	<b>Key Relationships</b>	Customer Service Teams Local Laws / Planning Compliance Teams School Crossing Team
<b>Classification</b>	Band 5		
<b>Position number</b>	443201, 443024		
<b>What will you do?</b> <p>The purpose of the role is to provide business support to the City Compliance Unit, including the provision of customer service and administrative support contributing to the overall success of the unit.</p> <p>Additionally, you will be providing operational support to the City Compliance Unit in establishing and maintaining the priorities and objectives of the unit, provide advice and guidance on relevant acts and legislation to the Local Law Officers, as well as driving continuous improvement and compliance.</p> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Provide business and customer support across multiple lines of business.</li> <li>• Provide day to day support to Manager City Safety</li> <li>• Provide information, advice and decision outcomes across lines of business.</li> <li>• Lines of business include <ul style="list-style-type: none"> <li>○ Local Laws</li> <li>○ Animal Management</li> <li>○ School Crossings</li> <li>○ Planning Compliance</li> <li>○ Litter &amp; Noise (EPA)</li> <li>○ Infringement Review</li> <li>○ Traffic Management</li> </ul> </li> </ul> <p><b>Systems and process</b></p> <ul style="list-style-type: none"> <li>• Computer literate with a range of software applications.</li> <li>• Contribute to continuous improvement to improve business practices</li> </ul> <p><b>People</b></p> <ul style="list-style-type: none"> <li>• Well defined administrative, communicative skills.</li> <li>• Ability to mentor and train more junior staff</li> </ul>		<b>Who are you?</b> <ul style="list-style-type: none"> <li>• You value customer service</li> <li>• You will have knowledge of the role of Local Government.</li> <li>• You have experience working in regulatory area of Local Government</li> <li>• Demonstrate ability to self-motivate, work with a minimum of supervision and to be an effective team member</li> <li>• Confident to make decisions in relation to issuing of Permits and financial transactions, refunds.</li> <li>• Comfortable working in a busy environment with competing priorities.</li> <li>• You are resilient and have a demonstrated high level of emotional intelligence.</li> </ul> <p><b>What do we expect?</b></p> <ul style="list-style-type: none"> <li>• Model and lead our values.</li> <li>• Be dedicated to delivering a consistent, connected and customer focused service.</li> <li>• Be committed to maintaining a safe and healthy workplace.</li> <li>• Act consistently with our Employee Code of Conduct.</li> <li>• Be flexible and responsive and prepared to step-up in times of need.</li> </ul>	

# Business Support Officer – City Compliance

## What are your key responsibilities?

<b>Service delivery</b>	<p><u>Business Support</u></p> <ul style="list-style-type: none"> <li>• Prepare a variety of concise correspondence in a timely manner</li> <li>• Provide support to the administration team which ensures that all aspects relating to the issuing of correspondence, permit assessment and production processes are dealt with in an efficient and timely manner</li> <li>• Provide general administrative support to the Unit which supports and enhances the programs which are delivered to our customers</li> <li>• Data entry and database maintenance</li> <li>• Allocate work to staff within City compliance Unit</li> <li>• Assess appropriateness of financial refunds</li> <li>• Seek, review and assess information to maintain corporate records.</li> <li>• Obtain documentation required for the Unit such as legal documentation</li> </ul> <p><u>Customer Service</u></p> <ul style="list-style-type: none"> <li>• Provide excellent customer service on the phone and front counter in relation to Compliance matters</li> <li>• Provide advice to members of the public and staff in respect of the progress of parking applications and other requests</li> <li>• Use knowledge to provide general advice to the public relating to Infringement enquiries when required</li> <li>• Providing a level of technical advice to customers, and escalating to the appropriate resource if more complex</li> <li>• Log customer service enquiries, requests, and complaints in the appropriate database</li> <li>• Follow up with customers to resolve their enquiries to solution</li> <li>• Managing debt collection with members of the community</li> <li>• Assess and issue local law permits</li> </ul> <p><u>School Crossing Supervision</u></p> <ul style="list-style-type: none"> <li>• Provide assistance in the coordination of the school crossing supervision program to ensure effective operation</li> <li>• Arrange crossing coverage by use of the casual pool, support the administration services in relation to booking of casual staff, training sessions, leave forms and uniform replacement, as required</li> </ul>
<b>Systems &amp; Processes</b>	<ul style="list-style-type: none"> <li>• Assess complex information and make recommendations to line manager</li> <li>• Contribute to continuous improvement initiatives including the review of systems and processes to ensure that they are efficient</li> </ul>
<b>People</b>	<ul style="list-style-type: none"> <li>• Contribute to priorities of the City Compliance Unit.</li> <li>• Demonstrate emotional intelligence when undertaking any interaction.</li> <li>• Demonstrating resilience in response to verbal aggression or threatening behaviour.</li> </ul>

# Business Support Officer – City Compliance

## What are the key requirements?

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>Responsible for providing administrative services and customer service and general support to the City Compliance Unit</li> <li>Updating of corporate records</li> <li>Effect of actions taken on individual community member may be significant, but subject to appeal or review</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>Ability to resolve issues and problems drawing on professional knowledge and previous experience.</li> <li>Exercise autonomy, discretion and professional judgement in all responsibilities.</li> <li>Using procedures and judgment to make financial decisions which impact members of the community, such as issuing refunds</li> <li>Guidance and advice are usually available from line management</li> <li>At times may be required to make time sensitive decisions without support which can be subject to review if required</li> <li>Make decisions to redeploy staff &amp; close temporarily school crossings in line with previous actions</li> </ul>
<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"> <li>High level customer service skills and understanding of principles of customer relations</li> <li>Technical knowledge relating to law associated with the City Compliance lines of business.</li> <li>Knowledge and experience in Property &amp; Rating or other local government software package, TRIM document management system and Customer Feedback systems</li> <li>Technical problem solving around a broad range of issues, analysis and providing recommendations</li> </ul>
<b>Management skills</b>	<ul style="list-style-type: none"> <li>Ability to plan and manage own work tasks, and set priorities to achieve outcomes with broad parameters with minimal supervision.</li> <li>Ability to provide training and/or coaching to other team members.</li> <li>Ability to use initiative, respond to diverse work demands and identify and act on priorities.</li> <li>Demonstrated ability to meet deadlines</li> </ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"> <li>Excellent verbal and written communication.</li> <li>Ability to listen &amp; communicate organisational perspectives.</li> <li>Helpful and a willingness to work in a cooperative manner.</li> <li>Understand and demonstrate values, which build and maintain effective relationships with others and which contribute to a culture of teamwork and cooperation are essential</li> <li>Ability to gain cooperation and assistance from other employees and members of the public in the administration of well-defined activities</li> <li>Demonstrated ability to resolve conflict situations.</li> </ul>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>Substantial experience in customer service, administration and clerical procedures.</li> <li>Experience in Local Laws or Local Government desirable</li> <li>Accuracy in data entry and administration.</li> </ul>