

Position description

Customer Service Officer – Gallery

Division:	Liveable Communities
Department:	Libraries, Community and Cultural Services
Reports to:	Gallery Director
Number of direct reports:	Nil
Location:	Taree
Grade:	4
Employment status:	Casual
Hours of work:	Varied
Date approved:	July 2023

Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

Wellbeing	We value safety, security, health and happiness
Integrity	We are open, honest, accountable and take pride in all we do
Sustainability	We use efficiencies, innovation and cooperation to achieve sustainable results
Respect	We work together respectfully ensuring inclusion, equality and open communication

Position Overview

This position sits within the Libraries, Community and Cultural Services section and is responsible for delivery of a professional customer focused service at the Manning Regional Art Gallery. The Customer Relations Officer is a frontline customer engagement personnel, assisting the Gallery staff in any area of Art Gallery operations as required including supervision of Gallery on weekends, exhibition installation, data entry and events supervision. Interaction with our customers by phone, face to face and electronically is essential to the position.

Key Accountabilities & Duties

- Conduct interactions with customers professionally by clarifying and understanding the customer request, presenting options and explaining solutions.
- Conduct transactions accurately and efficiently.

- Promote Council's brand by being positive, enthusiastic, engaging and consistently delivering quality services.
- Contribute to a positive team environment that is focused on continuous improvement.
- Work collaboratively with other departments within Council to ensure customer needs are met.
- Manage the Gallery on weekends, following open and close procedures, volunteer management and cash handling.
- Contribute to the delivery of organisational outcomes and the Operational Plan.
- Provide a high level of customer service to the community, internal customers and other stakeholders.
- Work collaboratively with others to deliver quality outcomes.
- Ensure compliance with relevant legislation and statutory requirements.
- Support and contribute to a culture of continuous improvement.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Selection Criteria

1. Clear and direct communication skills with the ability to clarify and understand the needs, and manage the expectations of, our diverse customer base.
2. Ability to stay calm and focused while balancing the competing demands of a busy service point.
3. Friendly and enthusiastic, with a genuine interest in community life and community activities.
4. Outcome focused with an ability to solve problems on a case-by-case basis.
5. Resilience and an ability to think on your feet, multi-task and handle surprises in a positive and professional way.
6. Possess a high level of self-awareness and an interest in learning new things.
7. High level literacy, and digital literacy skills.
8. Experience in cash handling.
9. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
10. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
11. Current Class C Drivers Licence





Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local

government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee Name:

Employee's Signature:

Date:

HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☒ No ☐

Is a criminal record check required for this position?

Yes ☐ No ☒