

## POSITION DESCRIPTION

### Trainee – Customer Service Officer

Division	<b>Liveable Communities</b>
Department	<b>Customer Experience</b>
Reports to	<b>Senior Customer Service Officer</b>
Number of direct reports	<b>Nil</b>
Location	<b>Yalawanyi Ganya and Forster Civic Centre</b>
Grade	<b>Local Government (State) Award pay rate Band 1 Level 1 (Dependent on age or educational qualification)</b>
Employment status	<b>Fixed Term</b>
Date approved	<b>April 2024</b>

### 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.

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

## Position Overview

This position sits within the Customer Experience department and is responsible for undertaking on the job practical training and experience in the provision of customer services and a prescribed TAFE course of study in Certificate III Business Services.

The position is responsible for acting as Council's first point of contact for all customer enquiries. The position is required to fulfil call centre and front of house customer service officer functions. The position will utilise a wide range of software applications to support the delivery of a positive customer experience through the provision of accurate and timely information to the customer.

## Key Accountabilities & Duties

- Assist customers professionally by clarifying the customer request and determining, selecting and explaining the solution to bring customer interactions to a close.
- Assist with processing transactional business of Council accurately and efficiently including cashier duties.
- Promote Council's brand by being positive, engaging and consistently delivering quality services.
- Contribute to a positive and productive team environment that is accepting of ideas and challenges.
- Participate in on-the-job training and engaging in job rotation as required.
- 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.

## Essential Requirements





1. This is an identified position for Aboriginal and Torres Strait Islander People. All applicants must be of Aboriginal or Torres Strait Islander descent. Aboriginality is a genuine qualification authorised under Section 14(d) of the Anti-Discrimination ACT 1977.
2. Interest or background experience in customer or business services.
3. Dedication to completing a Certificate III in Business (12 month).
4. Ability and willingness to undertake on the job and in house training.
5. Completion of School Certificate (or equivalent) and basic computer skills.
6. Demonstrated ability to develop and maintain constructive relationships and partnerships, both internally and externally, that contribute to the achievement of organisational outcomes.
7. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
8. Current Drivers Licence (minimum P1).

## 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
 <b>Personal attributes</b>	<b>Manage Self</b>	<b>Foundational</b>
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 <b>Relationships</b>	<b>Communicate and Engage</b>	<b>Intermediate</b>
	<b>Community and Customer Focus</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 <b>Results</b>	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 <b>Resources</b>	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'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 ☒