

POSITION DESCRIPTION

Position Title:	Coordinator Customer Service and Administration		
Position Code:	P006	Evaluated:	20/12/2019
Award Classification:	Band: 3	Level:	2
Salary System Grade:	Grade: 5	Minimum Level:	Entry
Approved:	Fiona Plesman	Date:	20/12/2019

Primary Purpose of the Position

The Coordinator Customer and Administration Services provides coordination and leadership across all of Council's administrative services. This position will support continuous improvement in the delivery of business administration through the management of a consolidated and well coordinated business administration team to deliver customer service focused administrative services.

Job Specific Key Accountabilities



The following Job Specific Key Accountabilities provide a high level description of the outcomes that the incumbent of this job is expected to deliver. These accountabilities are outcomes focused, and should be considered alongside Council's People Capability Framework:


1. Coordinate and oversee the Customer and Administration Service unit to provide frontline service to the community, and business support to technical staff and business units that ensures the delivery of quality service and optimum utilisation of financial, physical and human resources, in line with strategic priorities and operational targets.
2. Assist in the development, implementation and monitoring of continual improvement in the delivery of services within the Customer and Administration service unit, ensuring compliance with established policies, procedures and plans.
3. Work collaboratively with all business units and the Business Improvement function of council to undertake business process analysis and support improvement projects to ensure effective work practices, application of technological innovation and workforce development in order to maximize use of resources.
4. Assist in the preparation of the Customer and Administration Services unit budget, work within the approved budget and participate in quarterly reviews, reporting any significant variations to management with recommended solutions to correct the variance.
5. Coordinate the highest level of effective customer service to the community, and resolve and/or collaborate as required on any escalated complaints.
6. Oversee the Account Administrator and Module Administrator for Authority Applications & Registers Module, CRM Module, Community Portal Module and Council's SAI Subscriptions.
7. Prepare and submit data in accordance with Statutory Reporting requirements, including Local Development Performance Monitoring, Long Service Levy Returns, Planning Reform Fund Fee Returns, ABS Building Approvals, Building Professionals Board data.
8. Coordinate the accurate and efficient processing of records, in accordance with Legislation, Council Policy and the Records Management System.
9. Any other such duties that are commensurate with the employee's skill level, competency and training.

Key Capabilities

The Muswellbrook Shire Council Capability Framework applies to all Council employees. This job requires the following level of capabilities in accordance with the Framework:



The following 3 capabilities have been selected from the Framework at the level indicated above, as **Key Capabilities** for this job. Key Capabilities are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the typical behaviours expected to be displayed in this position and should be read considered alongside the Job Specific Key Accountabilities:

Muswellbrook Shire Council Capability Framework		
Group and Capability	Behaviour Indicators	
	Collaboration - Work within a team environment, cooperate with others and consider the needs of others to achieve shared goals	<ul style="list-style-type: none"> Encourage teamwork and achievement of common purpose by encouraging the sharing of information and ideas Identify opportunities and remove barriers to share information Identify and encourage opportunities to work collaboratively with other teams to achieve the best outcomes
	Achievement - Achieve quality outcomes in line with organisational objectives	<ul style="list-style-type: none"> Consider team and organisational goals when prioritising work Identify resource needs and take responsibility for delivering quality outcomes within budget, acceptable standards and timeframes Anticipate, identify and address process improvements and select the most effective solution
	Manage and Develop People - Motivate, develop and manage people	<ul style="list-style-type: none"> Community clear performance standards based to achieve goals Create learning opportunities to enhance capability, and coach and mentor staff Resolve team and individual performance issues effectively

Key Tickets, Qualifications and Other Skills

1. Tertiary qualifications relevant to the responsibilities of the position or extensive relevant experience, expertise and competence sufficient to perform the duties requires at this level.
2. Demonstrated commitment to quality customer service and stakeholder support.
3. Demonstrated ability to analyse technical problems, and identify and implement appropriate solutions.
4. Proven ability to analyse data and information and prepare reports and submissions for decision making.
5. Demonstrated experience in project management and managing change.
6. Experience in preparation and delivery of 1:1 and/or group training.
7. Well-developed interpersonal skills combined with good written and verbal communication skills.
8. Previous experience in using Civica's Authority System (desirable)
9. Previous relevant work experience in records management systems, relevant legislation, classification systems and general retention and disposal schedules
10. Demonstrated **Advanced** Level Key Capabilities as defined in the Key Capabilities table above.