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# Customer Support Officer

Position description

March 2024

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Northern Grampians Shire Council  
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## Position description

Position title	Customer Support Officer
Classification	Band 4
Directorate	Corporate Service
Department	Financial Services

## Our organisation

Northern Grampians Shire Council has a diverse employment base, across 14 worksites in the Grampians Region of Victoria and employs people to provide services and governance to local communities. We offer flexible work arrangements, providing access to relevant training and professional development opportunities with a variety of employee benefits. We promote innovation, responsiveness, respectfulness and continuous improvement as our core values.

## Position objectives

This position is responsible for providing high level customer support and administration services to the Northern Grampians Shire Council's community, Councillors and staff, ensuring the service is responsive, first point issue resolution and customer centric.

## Key responsibility areas

- Ensure Council's Service Standards are met, customer requests are handled efficiently in a knowledgeable, confidential and timely manner.
- Model Council values and be an integral member of the customer experience team including participating in team projects, process mapping and review, and proactively responding to customer requests.
- Process customer payments, complete reconciliations of daily and online payments.
- Provide VicRoads services as required by agency agreement.
- Administer the Accessible Parking Scheme.
- Administer room, facility and reserve bookings for internal and external stakeholders.
- Support rates and revenue team administration, including enquiries and payments.
- Provide administration support to a variety of departments as directed.
- Complete mail and banking duties, as required.
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

## Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

## Organisational relationship

Reports to	Team Leader Customer Support
Manages	NA
External relationships	Community members
Internal relationships	All Council employees

## Accountability and extent of authority

- Employees are essentially doing jobs and are often the providers of information to clients and/or information and support to more senior employees.

- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Employees should have sufficient freedom to plan their work at least a week in advance.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes

### **Judgement and decision making**

- In these positions, the objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives.
- Guidance and advice are always available within the time available to make a choice

### **Specialist skills and knowledge**

- Employees require an understanding of the relevant technology, procedures and processes used within their operating unit.
- Employees require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Employees require proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of equipment or knowledge of the use of plant which require the exercise of considerable skill or adaptation.

### **Management skills**

- The employee must have a basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance.
- All positions necessitate skills in managing time and planning and organising one's own work.

### **Interpersonal skills**

- Employees require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Employees require skills in written communication to enable the preparation of routine correspondence and reports if required.

### **Qualifications and experience**

- Relevant post-secondary qualification or knowledge and skills gained through on-the-job training commensurate with the requirements of the position.

### **Selection criteria**

- Demonstrated experience in a busy customer support environment.
- A proven ability to plan and organise work to meet quality standards and manage requests from customers.
- Data entry skills and experience in the use of office management computer software.
- Strong written and verbal skills which enable clear communication to internal and external stakeholders.
- The ability to work in a team environment and positively contribute to the team.

### **Conditions of employment**

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 9 – 2021* and Northern Grampians Shire Council policies and procedures.

**Emergency Management** - All employees may be required to undertake Emergency Management Duties as directed.

**Qualifying period** - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months .

**Driving licence** – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

**Medical examination** - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

**Working with Children Check** - The incumbent must hold a current Working with Children Check.

**Police Check** - All appointments are subject to a satisfactory National Police Record Check.

**Workcover arrangements** - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee’s entitlement to any future Workcover compensation.

**Document review**

Date Approved/reviewed	March 2024
Prepared by	Manager People and Culture
Approved by	Chief Executive Officer

**Employee Signature**

[acceptance\_status]

[acceptance\_date]

[candidate\_name]