

POSITION DESCRIPTION

CUSTOMER SERVICE ASSISTANT

Position Description

Directorate:	Financial and Commercial Services
Reports to:	Customer Service Coordinator
Position Number:	
Classification:	Grade 2 in Council's salary system
Location:	Narrabri Shire
Award:	Local Government (State) Award

This document describes the key responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Narrabri Shire Council core values, Code of Conduct and Equal Employment Opportunity Principles.

Position Objective

A Customer Service Assistant is to provide professional, efficient, effective and quality customer service through the provision of organisational administrative support.

The position is to assist in meeting Council priorities and assist staff in meeting organisational priorities through the provision of excellent administrative support services.

Key Responsibilities

Customer Service

- Provide professional, efficient, effective and quality customer service; including but not limited to:
 - Customer (Front Counter) interactions.
 - Call Centre operations and telephone manner.
 - Assisting with daily Council inbox requests, capturing and responding to requests and distributing request to relevant Council officers.
- Assist with daily mail duties.
- Information provision: provide both verbal and in writing information that is timely, accurate and in accordance with legislation, Council Policy, protocol and procedures.
- Exercising appropriate discretion, sensitivity and maintaining confidentiality at all times (as required).
- Use organisation-wide systems, protocols and processes that are in place to ensure the delivery of efficient and effective customer service (both external and internal).

- Display behaviours that foster responsiveness to its customers (both external and internal).
- Take ownership of customer matters and issues; ensuring follow up through to resolution.

Administrative Tasks

- Undertake basic administrative tasks which may include (but not limited to):
 - Use organisation-wide systems, protocols and processes that are in place to ensure the delivery of efficient and effective customer service (both external and internal).
 - Formatting and preparing letters, memos, notices/notifications, management/administrative reporting, submissions, presentations.
 - Electronic and hardcopy filing of all types of Council correspondence (inwards and outwards), scanning and photocopying; including the timely and accurate distribution to relevant action officers.
 - Assistance in meeting room bookings according to internal processes.
- Exercising appropriate discretion, sensitivity and maintaining confidentiality at all times (as required).
- Providing support with receptions, ceremonies, corporate and staff functions/events.
- Ensure the accuracy of and maintain data entered into all systems so that it can be relied upon as true and correct, validating data against set criteria.

General

- Comply with Council's Corporate Values, policies, and procedures.
- In accordance with the Workplace Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.
- Employees may be required to participate in the on-call roster, weekend work, reasonable overtime and disaster and emergency situations when required.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with the applicable band and level within the Award, in any area of Council.

Reporting Relationships

Direct Reports	Nil
Indirect Reports	Nil

Compliance Training and Licence Requirements

This position needs to be able to attain and uphold the following licences/accreditations:

- Current NSW Class C Driver Licence.

Authority and Delegations

Authority and delegations applicable to this position are laid out in Council Policies and Delegations Register, which are updated from time to time. Refer to these controlled documents for accurate and specific information.

Selection Criteria

Essential

- Experience in a customer service/administration-based role.
- Excellent interpersonal and communication skills (both written and verbal), with the proven ability to build effective relationships; communicate with a diverse range of stakeholders (both internal and external).
- Demonstrated ability to create wide-ranging types of correspondence, with attention to detail.
- Basic skills in Microsoft Word, Excel and Outlook, with the ability to demonstrate use of software packages ensuring accuracy and integrity of data input.
- Developed organisational skills with the capacity to prioritise work within an environment of fluctuating workloads and changing priorities.
- Demonstrated ability to:
 - Maintain accuracy and meet deadlines.
 - Work within a high functioning team environment.
- Ability to exercise appropriate discretion, sensitivity and maintain confidentiality at all times.

Desirable

- Certificate II in Business Administration or field related to the position.
- Intermediate level skills in Microsoft Word, Excel and Outlook.

Document Review Date

July 2023

I hereby agree that this role statement accurately reflects work requirements.

Authorisation

Manager People and Values:

Director:

General Manager:

Employee:

[candidate_first_name] [candidate_last_name]	[acceptance_status]	[acceptance_date]
Name	Signature	Date (dd/mm/yyyy)