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 **POSITION DESCRIPTION**

# POSITION TITLE: Community/Customer Services Assistant

# POSITION NUMBER: 1022

# GROUP: Corporate & Community Services

# BUSINESS UNIT: Corporate & Community Services

**SERVICE UNIT: Community & Customer Services**

**SERVICE PACKAGE: Various**

# REPORTS TO: Coordinator Community Services

# GRADE: 5

# HOURS OF WORK: Casual

# LAST DATE OF REVIEW: September 2017

# LAST DATE OF EVALUATION:

**Function Summary**

Community/Customer Services Assistants are an integral part of the Corporate and Community Services Team working together to achieve the objectives and initiatives outlined in Council’s Management Plan.

Community/Customer Services Assistants are primarily responsible for assisting with frontline customer service functions across Council’s Community and Customer Service sites. Flexibility in hours of work is required to cover staff absences and assist in covering evening and weekend rosters. Locations of work may include the Library, Youth Venue, OOSH, Visitor Information Centre and/or Customer Service.

It is a requirement of employment with Singleton Council that all staff undertake their work in a manner which will not harm themselves or others.

**Major and Essential Job Functions:**

**Customer Service**

* Promoting a positive image of Council and its responsibilities.
* Handling customer enquiries and complaints.
* Providing day to day operations relevant to the location, e.g.
	+ Library – circulation, reference, shelving, assisting with programs and activities;
	+ Youth Venue – providing supervision for young people participating in programs/activities;
	+ Out Of School Hours – providing supervision and care for school aged children attending before/after school and/or vacation care;
	+ Visitor Information and Enterprise Centre – providing tourist information, retail sales, customer service enquiries
	+ Customer Service – working in a contact centre environment answering phone calls and/or handling front counter enquiries related to Council products and services

**Other Functions and Responsibilities**

* To support other positions in relief capacity as required.
* Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management and quality assurance as they relate to this position.

**Organisational Relationships:**

|  |  |  |
| --- | --- | --- |
| **Within Program Area** | **Within Council** | **External to Council** |
| Coordinator Community ServicesCoordinator Information Management & Customer ServiceLibrary TeamsYouth Services TeamCustomer Service TeamVIEC TeamOOSH Team | Manager Corporate & Community ServicesOther Council Staff | Customers |

**Direct and Indirect Reports:**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Direct Reports****Position Title** | **No** | **Indirect Reports****Position Title** |
| 0 | Nil | 0 | Nil |

**Person Specification:**

**Essential Criteria**

* Experience using computer applications including internet, email and word processing.
* Demonstrated team work skills.
* Demonstrated commitment to quality customer service through continuous improvement strategies.
* Sound communication and conflict resolution skills.
* Flexibility in hours worked and diversity of activities undertaken.
* Working with Children Check.

**Desirable Criteria**

* Experience in a public library environment, youth service, OOSH or local government customer service role.
* TAFE Certificate II in Information Services.
* An understanding of Work Health and Safety.

**VALUES AND BEHAVIOURS**

Singleton Council’s decisions, actions and behaviour are governed by its vision, mission and

values. All employees of Council have an accountability to ensure their work and behaviour is

aligned to these.

**Our Vision**

Singleton. A progressive community of excellence and sustainability.

**Our Mission**

To provide quality services to the community in an efficient and friendly manner encouraging

responsible development.

**Our Values and Behaviours**

1. **Integrity**: We act with commitment, trust and accountability.

2. **Respect**: We are open, honest, inclusive and supportive.

3. **Excellence**: We strive to achieve the highest standards.

4. **Innovation**: We are creative, progressive and strategic.

5. **Enjoyment**: we promote a harmonious, productive and positive workplace.

**Physical Requirement/ Work Environment:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job.

|  |
| --- |
| **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT** |
| **ACTIVITY** | **FREQUENCY** | **# OF HOURS A DAY** |
|  | CONTINUOUS | INTERMITTENT | INFREQUENT | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Sitting |  |  | ✓ |  |  |  |  |  |  |  |  |
| Walking | ✓ |  |  |  |  |  |  | X |  |  |  |
| Standing | ✓ |  |  |  |  |  |  | X |  |  |  |
| Bending |  | ✓ |  |  |  |  |  |  |  |  |  |
| Squatting |  |  | ✓ |  |  |  |  |  |  |  |  |
| Climbing |  |  | N/A |  |  |  |  |  |  |  |  |
| Kneeling |  |  | ✓ |  |  |  |  |  |  |  |  |
| Twisting |  |  | ✓ |  |  |  |  |  |  |  |  |
| Lifting |  | ✓ |  |  |  |  |  |  |  |  |  |
| Swimming |  |  | N/A |  |  |  |  |  |  |  |  |
| Driving |  |  | N/A |  |  |  |  |  |  |  |  |
| Is there any requirement for manually lifting loads up to: |  5kg ✓ 10kg 15kg 20kg  25kg >30kg >40kg |
| Hand Manipulation Required? | ✓YES NO (If YES, complete questions below) |
| Repetitive Hand Movements? | ✓YES NO  |
| Simple Grasping? | Right Hand✓YES NO | Left Hand✓ YES NO |
| Power Grasping? | Right Hand YES ✓ NO | Left Hand YES ✓ NO |
| Pushing Pulling? | Right Hand✓YES NO | Left Hand✓ YES NO |
| Fine Manipulation? | Right Hand YES ✓ NO | Left Hand YES ✓ NO |
| Tick if these are requirements of the position: |
|  | Operating mobile plant |  | Working with paints, solvents, oil, grease |
| ✓ | Light repetitive handling |  | Cold environment |
|  | Dog/cat control |  | Climbing, working at heights |
|  | Cattle, sheep handling |  | Confined spaces work |
|  | Native Animal, reptile handling | ✓ | Customer contact |
|  | Garbage collection | ✓ | Screen based work (intermittent) |
|  | Office, toilet cleaning |  | Screen based work (constant) |
|  | UV exposed |  | Clerical deadlines |
|  | Herbicide/Pesticide use |  | Supervisory – clerical, planning, deadlines |
|  | Cooking |  | Building trades work |
|  | Walking on Slopes / Hills / Gradients |  | Motor trades work |
|  | Walking on uneven surfaces |  | Child care |
|  | Working with bitumen |  | Hospitality |
|  | Working with concrete |  | Exposure to dust or fumes |

**Skills Progression and Assessment Record:**

**Position: Community/Customer Service Assistant Occupant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Skills Progression Requirements:** * Achieved Step
 | **Salary Step** | **N/A** | **1** | **2** | **3** | **4** |
| Provide effective service to internal and external customers | 1 |  |  |  |  |  |
| Effectively operate all relevant software including databases, email, Microsoft Office, Council systems, e.g LMS, Records system | 1 |  |  |  |  |  |
| Display sound oral and written communication skills, including conflict resolution, customer liaison, telephone manner, email and phone messages | 1 |  |  |  |  |  |
| Demonstrated understanding of Council policy, protocol and procedure | 1 |  |  |  |  |  |
| Demonstrated understanding of WHS principles and commitment to working in a safe manner | 1 |  |  |  |  |  |
| Self-motivated, demonstrates initiative and proactively supports the Community/Customer Services Teams | 2 |  |  |  |  |  |
| Contribute to the Community Services Teams programming & activities | 2 |  |  |  |  |  |
| Displays sound reader advisory and reference skills, including in depth database searching and knowledge of reference collection | 2 |  |  |  |  |  |
| Displays initiative in meeting the needs of at risk young people | 2 |  |  |  |  |  |
| Effective marketing of Community/Customer services and programs | 2 |  |  |  |  |  |
| Demonstrated ability to provide sound instruction and trouble-shooting of technology and equipment relevant to the role | 3 |  |  |  |  |  |
| Demonstrated continuous improvement principles including seeking feedback, suggesting ideas for improvement, setting goals and undertaking training | 3 |  |  |  |  |  |
| Demonstrated autonomy in managing own workload | 3 |  |  |  |  |  |
| Demonstrated ability to provide sound instruction on reference tools, database searching and internet use | 3 |  |  |  |  |  |
| Assist in delivering effective programs and/or activities that support Community/Customer Services goals | 3 |  |  |  |  |  |
| Demonstrated ability to backfill a specialist Community/Customer Services role | 4 |  |  |  |  |  |
| Demonstrated ability to plan, implement and review programs and/or activities to meet Community/Customer Services goals | 4 |  |  |  |  |  |
| Proactively contribute to the review policy, protocol and/or procedures relevant to the role | 4 |  |  |  |  |  |
| Proactive contribution to WHS and Risk Management procedures | 4 |  |  |  |  |  |
| Effectively build partnerships and liaise with individuals and community groups to develop new initiatives | 4 |  |  |  |  |  |

**Sign Off:**

*I agree to work in accordance with the requirements and expectations outlined in this position description.*

Job Holder Name Signature Date

**Annual Skills Assessment:**

The following is to be completed at the time of the annual skills assessment

**COMMENTS ON EMPLOYEE’S ATTITUDE AND APPLICATION TO WORK:**

**EMPLOYEES COMMENTS:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**MANAGER/SUPERVISOR COMMENTS:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**DIRECTOR COMMENTS:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position: Library & Youth Assistant Occupant: ­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Skills Review Year (e.g. 2012): \_\_\_\_\_\_\_\_\_\_\_

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Summary of Skills Assessment** | **1** | **2** | **3** | **4** |
| Total number of skills at each salary step = | 10 | 6 | 5 | 5 |
| Number of skills not applicable at each salary step =  |  |  |  |  |
| Number of skills achieved at each salary step =  |  |  |  |  |
| Number of skills not achieved at each salary step =  |  |  |  |  |
| * Proposed Salary Step Placement
 |  |  |  |  |