

POSITION DESCRIPTION

Position Title:	Waste Management Administration & Customer Service Officer
Position Number:	7120
Group:	Infrastructure and Planning Services
Business Unit:	Waste & Circular Economy
Service Package:	Waste & Circular Economy
Reports To:	Manager Waste & Circular Economy
Grade:	7
Hours Of Work:	35 hours per week
Last Date Of Review:	July 2021
Last Date Of Evaluation:	August 2021

Role Function Summary

The Administration and Customer Service Officer is responsible for delivering high level administration and project support across the Waste & Circular Economy business unit. The role undertakes a range of functions to support the timely delivery of outcomes for Waste & Circular Economy delivering environmental and waste services to the Singleton community.

The role will require a flexible and adaptable mindset, strong organisation, planning, communication, data entry and writing skills and an ability to work with the utmost focus on customer service delivery.

Key Responsibilities (Major and Essential Job Functions)

- Provide accurate and timely administrative support to the Waste & Circular Economy business unit to deliver on external and internal customer expectations.
- Provide accurate and timely customer support including taking phone and written enquiries, conducting research, raising customer requests for other staff/business units and providing responses.
- Review and process applications, requests, rebates etc by external customers.
- Maintain and update specialist internal and external IT systems and databases within business unit ensuring that information is readily available for the business unit including but not exclusive to: data entry, data validation, data analysis and production of reports.
- Manage the logistics for meetings and events: book venues, organise catering, prepare agendas, collate and distribute papers, record attendance and assist with presentation of documents.
- Manage updates to relevant business unit internet pages liaising with Business Unit Manager and the team to ensure currency and accuracy of information.
- Assist with the management of Council's reporting software, in liaison with the Business Unit Manager and relevant staff.
- Provide support and contribute to a range of business unit projects as and when required.
- Provide administration and project coordination support to delivery of capital works.
- Provide support to meetings, which includes meeting invitations, agendas and minutes and recording actions in relevant Council systems.
- Liaise, communicate and build relationships with customers, key stakeholders and colleagues to achieve successful outcomes.

- Proved a solution focused, efficient and effective service to all external and internal customers, ensuring exceptional follow through on all requests.
- Contribute to and support a continuous improvement culture within the directorate and undertake all tasks in-line with Councils frameworks and the principles of business excellence.
- Contribute to achieving team objectives, work effectively as a team member and provide assistance to other team members as necessary.
- Contribute to the accounts processes at the Waste Management Facility including processing account holder application, monthly Accounts and liaising with the finance team with the finalisation of payments.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

Organisational Responsibilities:

Council's decisions, actions and behaviours 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.

Community Vision	Singleton. Vibrant, progressive, connected, sustainable & resilient.
Organisation Vision	ESSP - Engaged people; Safe and Sustainable workplace; and a Performance based culture
Our Purpose	To "create community".
Values and Behaviours	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <ul style="list-style-type: none"> • Integrity: We act with commitment, trust and accountability. • Respect: We are open, honest, inclusive and supportive. • Excellence: We strive to achieve the highest standards. • Innovation: We are creative, progressive and strategic. • Enjoyment: We promote a harmonious, productive and positive workplace.
Safe Workplace	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will display and promote safety in the workplace at all times.
Policies and Procedures	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>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.</p>

Organisational Relationships

Internal Relationships:	Waste & Circular Economy Business Unit; Council staff
External Relationships:	Customers and members of the public; Government Agencies; other Councils; Community Organisations, Hunter Resource Recovery; Waste Contractors.
Direct Reports:	Nil
Indirect Reports:	Nil

Specifications and Technical Skills:

Essential Criteria:

- Cert IV in Business Administration or similar and/or an equivalent combination of relevant skills, knowledge and experience.
- Extensive experience in providing high-level administrative support and assistance to multiple stakeholders.
- Strong customer service focus with proven capability to deliver high quality service to internal and external stakeholders.
- Superior interpersonal skills with the ability to work collaboratively in a team environment and respond positively to a wide range of individuals in a professional and courteous manner.
- Proven ability to prioritise and complete multiple tasks requiring high levels of attention to detail, accuracy and confidentiality in a high-volume work environment with competing deadlines.
- Proven proficiency in using a range of software, in particular Microsoft Office Suite.

Desirable Criteria:

- Electronic document record management experience.
- Experience with Authority/Data Management systems

Licences and Tickets:

- Class C Drivers licence

Physical Requirements / 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							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting	✓									✓		
Walking			✓		✓							
Standing			✓		✓							
Bending				✓								
Squatting				✓								
Climbing				✓								
Kneeling				✓								
Twisting				✓								
Lifting				✓								
Driving				✓								

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Right Hand					Left Hand			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Tick below 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
	Walking on Slopes / Hills / Gradients		Building trades work
	Walking on uneven surfaces		Motor trades work
	Working with bitumen		Childcare
	Working with concrete		Hospitality
	Working with electricity		Exposure to dust or fumes

Skills Progression and Assessment Record:

Position Title: Waste Management Administration and Customer Service Officer Employee:

Skill Progression Requirements <input checked="" type="checkbox"/> Step Achieved	Salary Step	N/A	1	2	3	4
Extensive experience in providing high-level Business Support assistance and or relevant qualifications.	1					
Strong customer service focus with proven capability to deliver high quality service to internal and external stakeholders.	1					
Proven excellent interpersonal, written and verbal communication skills including the ability to negotiate and communicate with influence.	1					
Proven ability to work unsupervised and take initiative in decision making process.	1					
Proven ability to prioritise and complete multiple tasks requiring attention to detail and accuracy in a high-volume work environment with competing deadlines.	1					
Basic knowledge of Authority and its functionality.	2					
Demonstrated analytical and problem-solving skills.	2					
Demonstrated basic knowledge and understanding of Council Protocols, Policies and procedures.	2					
Operational knowledge of Authority registers.	2					
Demonstrated ability to effectively deal with difficult customers.	2					
Demonstrated ability to research and analyse information and make recommendation based on findings.	3					
Advanced Electronic Document Records Management (EDRMS) capabilities.	3					
Demonstrated ability to positively adapt to change.	3					
Demonstrated high level use of initiative.	3					
Demonstrated ability to network with administrative professionals within and outside of the position's directorate.	3					
Recommendation and implementation of a continuous improvement activity.	4					
Expert level knowledge of Authority registers.	4					
Demonstrated advanced knowledge and understanding Microsoft Office and Authority System.	4					
Development of reports, memorandum, letters, correspondence or policy/procedure of a complex nature.	4					
Demonstrated ability to coordinate intranet/web/public based information.	4					

Skills Review Year (e.g. 2020): _____

Position: Administration and Customer Service Officer –
Water and Waste

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:

Employee's Comments:

Name

Signature

Date

Manager / Supervisor's Comments:

Name

Signature

Date

Director's Comments:

Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
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 =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				