

SOUTHERN GRAMPIANS SHIRE COUNCIL

POSITION DESCRIPTION

Position Details

Title:	Customer Relations Administration Officer
Classification:	Band 4
Position Number:	132.4
Business Unit:	Community & Leisure
Directorate:	Community and Corporate Services
Reports To:	Senior Customer Relations Officer

Our Vision and Values

Vision

Southern Grampians is a growing inclusive and connected community that fosters sustainability, diversity and innovation

Values

Innovative – we will be open to new ideas, will welcome creativity and embrace change

Respectful – we will be caring, accept differences and value diversity

Collaborative – together we will work smarter to achieve agreed common goals

Trusting – we will be open, honest and brave

Empowering – we will delegate opportunities, and develop and inspire success

Child Safety

Southern Grampians Shire Council is a child safe organisation, committed to the Victorian Child Safe Standards and principles

COVID-19

COVID-19 vaccination is recommended for all Local Government employees

Position Summary

The Customer Relations Administration Officer contributes to the operation of the Hamilton Indoor Leisure and Aquatic Centre (HILAC), and the 6 outdoor pools in the Shire. The position will provide support in the provision of administration, marketing and communications, financial reporting and coordination of facility bookings

Key Responsibilities

Leadership

- Demonstrate values and behaviours that lead good workplace culture
- Develop and maintain excellent relationships with internal service providers, contractors, user groups and the wider community

Operations Service Planning and Development

- Contribute to the development of quality administrative systems to manage routine tasks including operational procedures and daily checklists
- Undertake daily administrative tasks as required such as banking, invoicing, facility booking confirmations
- Undertake marketing and promotional campaigns as directed, and in line with the HILAC Marketing Plan
- Support the development of the fortnightly staff roster for HILAC and outdoor pools
- Be part of the Rostered Team Leader roster where some evening and weekend work will be required
- Provide backup assistance and support to the Customer Service Officers and Lifeguards as required
- Coordinate the bookings of all areas of HILAC and the outdoor pools
- Assisting in preparation and cleaning up following bookings or events
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time

Corporate

- Efficient and effective utilisation of resources relevant to the operation of the facilities
- Carry out all duties and functions in a manner that promotes good teamwork and public relations
- Contribute to the maintenance of effective channels of communication within the Unit and with other departments
- Identify and communicate to management any issues/concerns effecting performance or suggestions which will improve customer service quality
- Participate in the development and implementation of new programs such as Quality Assurance and Continuous Improvement
- Ensure the monitoring and maintenance of all OHS guidelines at all facilities

Extent of Authority

- Accountable and responsible for effective and efficient performance of all duties and key responsibilities listed above, and adherence to the position objectives as stated
- Directly responsible and accountable to the Senior Customer Relations Officer

Judgement and Decision Making

- Work objectives are well defined
- Required to make decisions in line with policy or normal working practices as adopted from time to time
- Direction and guidance is always available from the Senior Customer Relations Officer

Specialist Skills and Knowledge

- Current Pool Lifeguard Certificate
- Ability to manage time, plan and organise own work
- Thorough understanding and appreciation of Health and Safety in the workplace; and
- Advanced administrative computer skills

Management Skills

- Skills in managing time, planning and organising own work
- Provide leadership and mentoring support to customer service officers, lifeguards and health and fitness officers
- Will comply with systems and policies to ensure a safe work environment by:
 - Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
 - Contribute to OHS consultation processes
 - Prompt reporting of hazards and incidents

Interpersonal Skills

- Ability to communicate effectively with all other employees and members of the public
- Ability to gain cooperation and assistance from members of the public and other employees
- Skills in preparation of routine correspondence and reports
- Ability to resolve both customer and staff enquiries

Compliance with Legislation and Policies

Adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures
- Southern Grampians Shire Council Staff Code of Conduct
- Privacy and Data Protection Act 2014 (Vic)

- Equal Opportunity Act 2010 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Government/Industry Codes of Conduct
- The Southern Grampians Shire Council Enterprise Agreement; and
- The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety and wellbeing of Council employees by:
 - Taking reasonable care for their own health and safety and the health and safety of others within the workplace
 - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
 - Contributing to OHS consultation processes
 - Promptly reporting hazards and incidents

Qualifications/Experience

- Current Working with Children Check (WWCC)
- Current Level 2 First Aid
- Pool Lifeguard Certificate – Desirable
- Current Victorian Drivers Licence

Key Selection Criteria

The employee will demonstrate the following:

- Demonstrated ability to work in a team environment and deliver on tasks as directed
- Demonstrated initiative to identify problems or requirements and offer solutions
- Demonstrated ability to achieve set work within given directions and set timeframe
- Demonstrated experience in the use of computer applications
- Skills in preparation of routine correspondence and reports
- Current Level 2 First Aid

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Employee: _____

Signature: _____

Date: _____