



POSITION DESCRIPTION

CUSTOMER SERVICE OFFICER

Department:	Corporate Services
Reports to:	Manager Corporate Services
Location:	Coolah
Grade:	7

COUNCIL OVERVIEW

Warrumbungle Shire is a local government area in the central western region of New South Wales. The Shire is traversed by the Newell Highway and the Golden Highway. Warrumbungle National Park, Coolah Tops and Siding Spring Observatory are major tourist attractions for the Shire. Indigenous history, traditions and culture are recognised as important aspects of Warrumbungle Shire, which was traditionally built on agricultural pursuits with the early establishment of wool growing and beef cattle production followed by cereal cropping and today a burgeoning vine growing and horticultural industry.

The Shire is also a meeting place for the nations of our traditional owners and custodians of the land. The northern part of the shire is home to the Gamilaraay people while the southern part of the shire is home to the Wiradjuri people. The nations of the Weilwan and Kawambarai (Werriri) come into the Shire on the western border.

COUNCIL VALUES

The guiding principles of honesty, integrity, fairness and compassion form the spirit of the team along with respect, transparency, passion, trust and opportunity is how Warrumbungle Shire Council strengthens its working environment to deliver on the aspirations of our community.

PRIMARY PURPOSE OF THE POSITION

The Customer Service Officer/Service NSW Officer (CS/SNSW Officer) role is the first point of contact for Council, which is responsible for welcoming and greeting visitors and customers.

The CS/SNSW Officer is required to provide accurate and efficient customer service support within the Service NSW Office located within Council and provide administrative support for the organisation, usually within the Coolah office, including sending mail, distributing correspondence, redirecting phone calls and supporting Council's Records functions.

The incumbent must possess the ability to work independently but also as part of a well developed team environment.

To be successful, the CS/SNSW Officer should have a positive attitude, as this is a customer service role. They need to be able to deal with emergencies in a timely and effective manner,

while streamlining office operations. Multitasking, time management skills and the ability to deal with challenging situations are essential for this position.

Ultimately, the CS/SNSW Officer duties and responsibilities are to ensure the front desk welcomes the public positively, and executes all administrative tasks to the highest quality standards.

KEY ACCOUNTABILITIES

Within the area of responsibility, this role is required to:

- Provide customer focused telephone, reception and general counter enquiries functions including answering telephone and directing enquiries to the appropriate department and staff member in a professional and efficient manner.
- Provide Service NSW customer assistance in all areas including licence renewals, knowledge testing, registrations, original registrations, conditional transfer registration and driver testing
- Balancing Service NSW funds at end of day
- Prepare monthly Service NSW returns
- Provide customer focused telephone, reception and general counter enquiries functions including answering telephone and directing enquiries to the appropriate department and staff member in a professional and efficient manner
- Attend the customer service counter to receipt funds, answer enquiries and balance funds at the end of the day
- Access information from rating and property modules to attend to customer enquiries.
- Perform data entry for the input of information into Council's various registers and databases.
- Support the Records function (eg allocating emails, scanning and other duties as required).
- Carry out general clerical duties including keyboarding, filing, cashiering, banking, photocopying, transmission of facsimiles and collation functions
- Be responsible for mailing and update the mail register.
- Undertake banking duties as required
- Cooperate with co-workers in creating smooth work flow, including assisting in other corporate services and administration areas as necessary.

This is not an exhaustive list of duties, and the job holder may be required to undertake other duties that are within the limits of the employee's skill, competence and training.

ESSENTIAL REQUIREMENTS

1. Commitment to Council's Mission, Values and Code of Conduct.
2. Understanding of work health and safety (WHS) in the workplace and commitment to a positive contribution to WHS in the workplace and compliance with Council and legislative requirements.
3. Certificate III in Business Administration or related field and / or significant experience in a customer service environment
4. Experience using computerised cashiering procedures
5. Demonstrated exceptional customer service skills - including telephone, reception and counter service
6. Proven ability to deal effectively with a range of people, including difficult customers
7. Excellent verbal and written communication skills enabling clear and effective communication with a diverse range of customers and stakeholders
8. Excellent organisational skills, time management skills and be achievement orientated
9. Proficient in word processing (MS Word preferred)
10. Experience in and knowledge of records management
11. Class C NSW Drivers Licence

DESIRABLE REQUIREMENTS

1. Previous experience in a medium to large organisation in a front counter role
2. Demonstrated organisational and time management skills
3. Previous local government experience





CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce.

The Local Government Capability Framework is available at

<https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

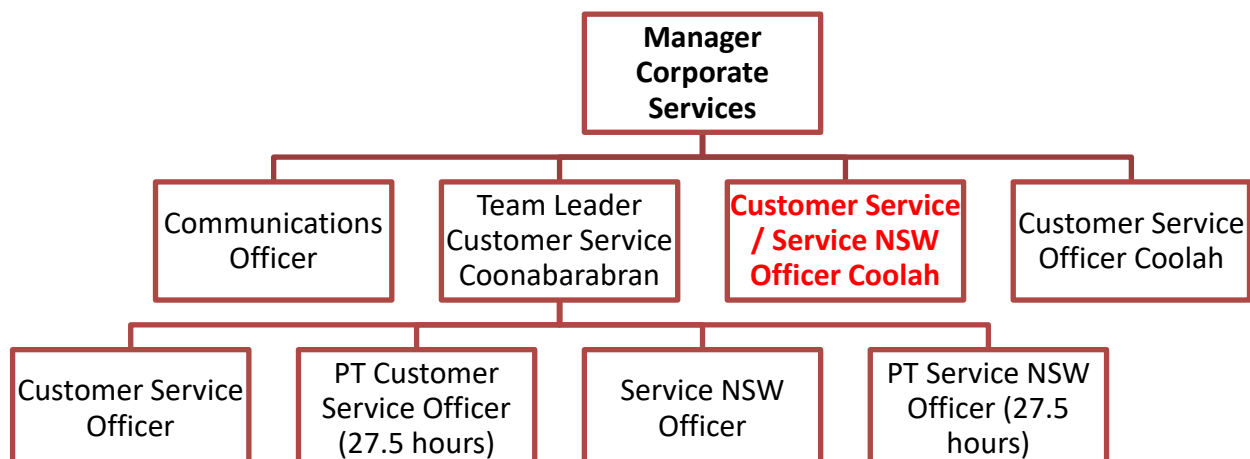
Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none"> Adapts quickly to changed priorities and organisational settings Welcomes new ideas and ways of working Stays calm and focused in difficult situations Perseveres through challenges Offers own opinion and raises challenging issues
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Takes the initiative to progress work tasks Clarifies work required and timeframe available Identifies what information/resources are needed to complete work tasks Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time and to the required standard
Resources Technology and Information	Foundational	<ul style="list-style-type: none"> Shows confidence in using the technology required in the role Uses technology appropriately, in line with acceptable use policies Completes work tasks in line with records, information and knowledge management policies

DEPARTMENT STRUCTURE



CONDITIONS OF WORK

Council employees work according to conditions provided under the Local Government (State) Award and Council's policies and systems, including but not restricted to:

- Council's Salary System
- Council's Code of Conduct
- Equal Employment Opportunity
- Drug and alcohol testing.

Work Health and Safety

Employees – All employees of Council have a legal obligation to comply with statutory requirements and Warrumbungle Shire Council's WHS Management system, policies, procedures, Safe Work Method Statements, practices and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

Responsibilities include:

- Being aware of Council's WHS Management system, policies and procedures.
- Performing all work and associated functions in a safe manner.
- Complying with all documented WHS policies, procedures, Safe Work Method Statements, work instructions and verbal instructions issued by the organisation or its officers.
- Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation.
- Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures.
- Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Warrumbungle Shire Council property generally.
- Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- Attending any toolbox, team talks or specific training supplied by Council.
- Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- Working in a manner that will not endanger themselves, other employees or the public.
- Report any concerns for WHS to your Supervisor.

Employees will be held responsible for failing to comply with the Work Health and Safety responsibilities listed above.

Privacy and Confidentiality

Council employees are often privy to confidential and sensitive information. In addition, Council collects personal information from clients for purposes covered within the Privacy and Personal Information Protection Act 1998. This information cannot be used for any purpose other than that which is specifically authorised by the client at the time of collection. Nor can this information, or any impressions gained in the process of interaction with the client, be given either verbally or in any written or electronic form, to any other person other than those duly authorised by Council's Privacy Contact Officer.

It is a condition of employment not to discuss, or disclose by other means, information which may breach privacy legislation, Council's Privacy Management Plan, or bring harm to clients or customers of Council, or which may bring Council into disrepute. Breaches of this condition will be dealt with in accordance with the Disciplinary Procedures Clause of the of the Local Government (State) Award.

Hours of Work

Council's indoor staff work Monday – Friday from 8:15am to 4:30pm. A 10 minute break (paid) is provided for morning tea and three-quarters of an hour (unpaid) for lunch.

Council operates a 19-day / four weeks with one rostered day off per four weeks. Employees are entitled to four weeks annual leave and 15 days sick leave per annum.

Under the Paid Parental Leave Act 2010, employees who have 12 months continuous service with the employer will be eligible for paid parental leave.

Progression

Salary progression is based on a competency assessment document. Assessments are conducted after six (6) months employment and thereafter annually on 1 August or on request.

Superannuation

Council pays the amount required by the Superannuation Guarantee Scheme on behalf of every employee into their preferred superannuation provider. Superannuation is paid weekly to Local Government Super on all earnings. All other funds are paid quarterly as required by the Australian Taxation Office.

Training

Council provides leave for training and study purposes, based upon the employee's professional development and Council's long term needs as determined by its training plan.

Smoke-Free Workplace

Council's workplaces and vehicles are smoke-free zones. Children's Services based at Bandulla Street and Robertson Street campuses are smoke free to the property boundary, as are Council's swimming pools. Smokers must move a minimum of four (4) metres from doorways into buildings and dispose properly of waste.

Health Monitoring Requirements

This position currently has no mandatory health monitoring requirements, however you are eligible for the following under Council's Health Monitoring Procedure:

- Flu vaccinations – Council runs an annual vaccination program, usually during May
- COVID vaccinations pursuant to Public Health Orders
- Bi-annual skin cancer checks as part of Council's program.

Some vaccinations may be offered only as part of an annual program and you are encouraged to ask a member of Human Resources if you have any questions.

Council Induction

Before commencing duties all workers must complete a Council induction.

Camera Surveillance and GPS tracking

Camera surveillance has been installed in and on Council-owned buildings and in some public spaces in the Council area. Signage is installed to indicate camera locations. GPS tracking has been, or may be, installed, in commuter use vehicles; plant and trucks; small plant; general fleet and leaseback vehicles. All vehicles and plant with GPS tracking installed have an identifying sticker attached. Camera surveillance and GPS tracking is continuous and ongoing.