



<b>POSITION TITLE:</b>	<b>CUSTOMER SERVICE ADMINISTRATION SUPPORT OFFICER</b>
<b>DIRECTORATE:</b>	<b>SUSTAINABLE DEVELOPMENT</b>
<b>SECTION:</b>	<b>CUSTOMER SERVICE</b>

#### **1. REMUNERATION**

Grade 7 of the Griffith City Council Salary System

#### **2. REPORTING STRUCTURE**

- a) Directly responsible to:**  
Customer Service Coordinator
- b) Positions directly reporting to this position:**  
Nil

#### **3. PURPOSE**

The Customer Service Administration Support Officer will provide efficient, responsive and courteous customer service across a range of Council's functions ensuring a positive customer service experience and provide administrative support to the Sustainable Development Team.

#### **4. RELATIONSHIPS**

The following are examples of relationships that it is anticipated the position will have:

##### **Internal**

- Council's Staff (all departments)

##### **External**

- Residents
- Business Operators
- Solicitors & Conveyancers
- Government Agencies
- Real Estate Agents
- Contractors (Builders, Architects, Developers)
- Tourists
- Event Organisers
- Community Groups

## **5. CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES**

### **Policies and Procedures**

- Comply with Local Government State Award
- Comply with Council's Code of Conduct, Policies and Procedures at all times
- Maintain organisational confidentiality
- Comply with the requirements of Anti-Discrimination legislation, including Equal Employment Opportunity and all legislative requirements relevant to the position

### **Customer and Community Relations**

- Ensure an efficient, courteous and professional service to internal and external customers at all times
- Present a positive image of Council at all times
- Maintain customer confidentiality

### **Work, Health and Safety**

- Ensure all work is performed in accordance with requirements of Work, Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor
- Maintain and use personal protective and safety equipment as applicable to the role
- Actively participate in Work, Health and Safety activities

### **Teamwork**

- Actively participate as a member of the relevant Council section and department
- Promote and maintain harmonious relationships in the workplace

### **Record Keeping**

- Ensure accurate and timely record keeping in accordance with Council's requirements

### **Training and Development**

- Actively participate in Council's training and development programs as required

### **Continuous Improvement and Innovation**

- Promote the development of more efficient work practices

### **Environment**

- Consider the protection of the environment when undertaking all Council activities

### **General**

- Perform other duties as required consistent with the level of competencies of the position
- Ensure efficient and appropriate use of Council resources when carrying out work
- Accomplish tasks while working under limited / minimum supervision

## **6. PRINCIPAL ACCOUNTABILITIES**

- Provide efficient, responsive, professional and courteous customer service ensuring a positive customer service experience is provided to a diverse range of people and ensuring council's reputation with customers is enhanced.
- Ensure complete accuracy, best practice and timeliness when registering customer enquiries across all aspects of council's operations, including emergency responses.
- Achieve 80% success in providing first point contact resolution of customer enquiries across all departments of Council.
- Contribute to system and process improvements and those of colleagues to continually improve the customer experience.
- Manage the financial transaction enquiries of customers with integrity, confidentiality and accountability.

## **7. KEY DUTIES**

- Provide a high level of Customer Service and communicate efficiently and sensitively with customers by:
  - Quickly identifying customers' needs and ensuring that information is provided in a transparent, open and timely manner in accordance with legislation and Council policy.
  - Maintain customer confidentiality when attending to enquiries which require the discussion of financial information and other sensitive information.
  - Attending to customers promptly, impartially and courteously taking into account particular characteristics, needs and diversity.
  - Providing guidance and assistance to telephone enquiries, at all times maintaining a professional and courteous manner.
  - Ensuring that information provided by the customer is accurately recorded and, where necessary, forwarded as soon as possible to the relevant business area(s) for follow-up action, via Council's Customer Request Management system.
  - Understanding the range of reference material available to answer enquiries, or assist in feedback resolution and how to quickly access the relevant parts of that material.
  - Providing a clear, accurate and comprehensive response to an enquiry, supported by helpful written documentation as follow up, where appropriate
  - Performing the range of Customer Service tasks efficiently and sometimes simultaneously.
- Inform customers on the range of services provided to the community by the organisation as well as by other agencies and community organisations.
- Maintain an up to date knowledge of services and programs, participate in ongoing training programs and provide training and assistance to other team members as required.
- Ensure personal presentation is professional at all times
- Accurately undertake daily banking in accordance with department guidelines.
- Provide first point of contact response in relation to customer service enquiries and complaints in accordance with Council's Information Library templates, policies and procedures
- Accurately responds to enquiries relating to requests for burial locations and cemetery costs on plaques.
- Provide accurate rating advice to customers ranging on subjects such as; arrears, payment plan options, consumption figures, interest charges and leak detection
- Receive and receipt GIPA requests for referral

- Process informal information requests
- Record all Compliance (animal, enforcement & property) related issues in accordance with Council policies and procedures
- To inform customers of applicable fees for services requested in accordance with Council's adopted schedule (waste management, cemetery, land and water rates).
- Record details of enquiries handled in line with Council's processes and procedures and ensure that any information received and requiring further action is passed to the appropriate business area.
- To undertake administrative functions accurately and efficiently.
- To ensure the Centre is maintained in an orderly condition that projects a professional image to the public
- Participate in continuous improvement of work practices by contributing to team meetings and discussions and sharing information and techniques with other staff members and management.
- To be proactive in problem solving and maintain a high standard of ethics in all matters.
- Work cooperatively in a team environment to ensure the application of a client-centred approach to service delivery.
- To participate in projects/activities to achieve the team's management plan objectives.

## **8. SELECTION CRITERIA**

### **ESSENTIAL**

- Demonstrated experience in providing quality customer service
- Demonstrated accurate record keeping skills
- Demonstrated high level of communication and interpersonal skills
- Demonstrated ability to work with minimal supervision and in a team environment
- Demonstrated sound computer experience in MS Office suite of programs
- Demonstrated good organisational skills and the ability to prioritise and meet deadlines
- Demonstrated sound experience in cash handling

## **9. CRITICAL PHYSICAL FACTORS**

Described below are the critical physical factors (CPF) associated with this role. The CPF are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these CPF as an inherent requirement of their employment.

### **KEY**

I ..... Infrequent: exposure to the physical factor two – three times a year on average  
 O ..... Occasional: exposure to the physical factor less than twice a week on average  
 F ..... Frequent: exposure to the physical factor 3 - 4 times a week on average  
 C ..... Constant: exposure to the physical factor more than 5 times a week on average  
 R ..... Repetitive: exposure to the physical factor multiple times in an hour  
 S..... Seasonal: Activity involves seasonal variations  
 N/A ..... Not Applicable  
 ≅..... Winter  
 \* ..... Summer

### **DEFINITIONS**

Extended periods: More than one hour at a time

<b>Demands</b>	<b>Description</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>R</b>	<b>S</b>	<b>NA</b>
<b>Physical Demands of Job Tasks</b>								
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels							X
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery							X
Hand/Arm Movement	Tasks involve use of hands/arms - e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.					X		
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.							X
Standing	Tasks involve standing in an upright position without moving about					X		
Driving	Tasks involve operating any motor powered vehicle							X
	Tasks involve driving vehicle on unsealed roads.							X
<b>Physical Demands of Job Tasks</b>								
Sitting	Tasks involve remaining in a seated position during task performance					X		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.							X
Walking/Running	Tasks involve walking or running on even surfaces				X			
	Tasks involve walking on uneven surfaces							X
	Tasks involve walking up and / or down slopes							X
	Tasks involve walking whilst pushing/pulling objects							X
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, onto plant							X
	Tasks involve climbing over or under machinery							X
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.							X
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms							X
	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms for an extended period - e.g. whipper snipper.							X
	1. Light lifting/carrying (0-9 Kg)		X					
	2. Moderate lifting/carrying (10-15 Kg)							X
	3. Heavy lifting/carrying (16 Kg and above)							X
Restraining	Tasks involve restraining animals / objects							X

<b>Demands</b>	<b>Description</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>R</b>	<b>S</b>	<b>NA</b>
Pushing/Pulling	Tasks involve pushing/pulling hand powered objects away from or towards the body. Also includes striking or jerking. - e.g. hammer, hoe.							X
	Tasks involve pushing/pulling powered objects away from or towards the body. Also includes striking or jerking. - e.g. chainsaw, whipper, jackhammer, drills, grinders.							X
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.							X
Manual Dexterity	Tasks involve fine finger movements - i.e. keyboard operation, writing, tightening a nut.					X		
<b>Sensory Demands of Job Tasks</b>								
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - i.e. looking at screen/keyboard in computer operation, working in dark environment, etc.					X		
Hearing	Tasks involve working in a noisy area - e.g. boiler room, kitchen, workshop and/or operation of noisy machinery/equipment							X
Smell	Tasks involve the use of the smell senses as an integral part of the task performance - e.g. working with chemicals							X
<b>Exposure to Chemical Hazards</b>								
Dust	Tasks involve working with dust - e.g. sawdust							X
Gases	Tasks involve working with gases							X
Fumes	Tasks involve working with fumes - i.e., which may cause problems to health if inhaled.							X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - e.g. dermatitis							X
<b>Working Environment</b>								
Temperature	Tasks involve working in temperature extremes and exposure to outdoor elements - e.g. working in a cool room, working outdoors, boiler room							X
Confined Spaces	Tasks involve working in confined spaces which may affect individuals with claustrophobia							X

## 10. AUTHORITY TO ACT

Delegations set out in the Council's delegation register or made by the General Manager.

## **11. AMENDMENT TO THIS POSITION DESCRIPTION**

This position description may be amended from time-to-time and any changes will be communicated in writing.

Position Description Reviewed: December 2016

Date of Hay Evaluation: 10/1/2017

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**I accept the requirements of the position description and I can deliver its required outputs.**

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**(print name)**

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**(signed)**

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**(date)**