

	POSITION DESCRIPTION			PD060
	Customer Services Officer - Waratah			
Classification	Administration/Clerical, Level 2	Status	Permanent part-time	
Directorate	Community & Engagement	Incumbent	Vacant	
Department	Community Activation	Reporting to	Manager Community Activation	

PURPOSE OF THE POSITION

To ensure accurate receipt and recording of revenue and respond to customer enquiries and requests.
To administer post office functions to Australia Post standards.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
Reception & Cashier	<ul style="list-style-type: none"> ▪ Act as cashier for all Council receipts. ▪ Respond promptly and courteously to public enquiries and follow up as appropriate. ▪ Register dogs. ▪ Collect and accurately cost timesheets for all Waratah employees. ▪ Operate Post Office Agency involving: <ul style="list-style-type: none"> ○ Sale of post office supplies ○ Maintenance of adequate post office stock ○ Handle customer mail ○ Balance Australia Post reconciliations ▪ Point of contact for Bank at Post Office – withdrawing funds via EFTPOS machine. ▪ Preparation and administration involving Armour Guard on a fortnightly basis. ▪ Provide support to any activities for official audit for LPO. ▪ Undertake housekeeping activities such as washing tea towels, cleaning of facilities etc. ▪ Provide customer service and booking activities for the Council caravan park and Council community facilities. ▪ Support access to the Online Centre. ▪ Support access to the Library
Customer Service & Communications	<ul style="list-style-type: none"> ▪ Act as first point of contact for Council. ▪ Respond promptly and courteously to public enquiries and follow up as appropriate. ▪ Ensure forms in relation to the position are current, accurate and contain relevant information to assist/answer enquiries.

KEY RESPONSIBILITIES	DELIVERABLES/OUTCOMES (MEASURE OF SUCCESS)
	<ul style="list-style-type: none"> Ensure a positive image of Council is promoted when dealing with both internal and external customers. Interpersonal communications, including the management of enquiries, screening of requests and reception of visitors is handled in a respectful, professional and confidential manner. Resolution of issues, as appropriate, through positive action, redirecting to appropriate staff as required, and escalation of potentially serious matters to Manager Financial Services for assistance.
Standard Clauses in all employee PDs	
Meetings and Interactions	<ul style="list-style-type: none"> Attending and actively participating in internal and external meetings and workshops, as required.
Compliance	<ul style="list-style-type: none"> Awareness and compliance with relevant standards, regulations and legislation. Council Plans, policies and procedural obligations met.
Confidentiality	<ul style="list-style-type: none"> Integrity and confidentiality of all council related activity and documentation is being maintained.
Records Management	<ul style="list-style-type: none"> Records are created, used, maintained, recorded and managed in accordance with the Council's Information Management Policy.
Procurement	<ul style="list-style-type: none"> Responsible for purchasing goods and services in accordance with the Procurement Policy and delegated financial limits.
Risk Management	<ul style="list-style-type: none"> Maintain an active awareness of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to Council. Assist Council to mitigate risk by promoting risk awareness throughout the organisation. Provide risk management information as requested and assist in the investigation of any risk management issues or claims that have been made against Council insurances.
Additional Duties	<ul style="list-style-type: none"> Other duties as directed within the scope of the position.

SPECIAL CONDITIONS
<ul style="list-style-type: none"> A Tasmanian current driver licence is an essential requirement of this position. A pre-employment medical including drug and alcohol testing is required prior to commencement. A satisfactory National Police Check will be required. Council will screen for serious offences or any other offences relating to fraud or dishonesty, or any offence that Council deems of a nature that is not appropriate for the role.

ACCOUNTABILITY AND EXTENT OF AUTHORITY
<p>The Customer Service Officer - Waratah exercises powers and duties within the classification of the role and as defined by policy, budget allocation and specified individual and departmental performance plans. Where decisions exceed their delegation, the Officer will refer the matter to the Director Community & Engagement.</p>

WORK HEALTH AND SAFETY ACCOUNTABILITIES

All staff are required to observe the following WHS accountabilities:

1. Ensure full compliance with Council's Safety Management Plan and associated Policies, Procedures and Instructions, specifically taking action on all points of the employee's responsibility; and
2. Ensure full compliance with responsibilities under the *WHS Act 2012*, the *WHS Regulations 2012* and other relevant legislation, in particular:
 - Take reasonable care for your own safety and that of others at their work.
 - Accept the responsibilities in the course of performing your work with regard to the use of safety devices and protective equipment.
 - Report safety hazards to minimise and control risk.
 - Report immediately any incident or injury which arises in the course of your work.
 - Ensure completion of induction, instruction and training prior to undertaking tasks.
 - Ensure that you are not affected by the consumption of alcohol or drugs so as not to endanger your own safety at work or the safety of any other person.
 - Ensure personal adherence to Council's WHS Policies, Guidelines, Procedures, Safe Operating Procedures and Safety Instructions.

CORPORATE ACCOUNTABILITIES

All staff are required to observe the following corporate accountabilities:

1. Compliance with all legislative requirements.
2. Understand and promote Council's Strategic Objectives and Core Values.
3. Adhere to Council's plans, policies, guidelines and procedures which include the Customer Service Charter, WHS Standards, Information Management, Risk Management plan and matters outlined in the Employee Handbook and Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

Reports to: Manager Community Activation

Direct Reports Nil

Internal Liaisons: The Customer Service Officer - Waratah is required to operate as an effective part of the Corporate Services team and is expected to ensure professional and effective working relationships with the Executive Management Team, Senior Management Team and all staff throughout the organisation.

External Liaisons: The Customer Service Officer - Waratah interacts with contractors and various representatives of the community and other Councils on behalf of the organisation. High standards of professionalism and customer service are expected, and the incumbent must display a positive and constructive approach towards Council and its activities.

PERSONAL ATTRIBUTES

- Displays an attitude of discretion and integrity which inspires trust and confidence.
- Mature pleasant disposition.
- Committed to great community outcomes.
- Strong commitment to organisational goals and customer service with a demonstrated capacity to project a positive public image for Council through appropriate behaviour and attire.
- Inclusive and effective communication skills and techniques.
- Ability to build and maintain cooperative relationships with internal and external stakeholders.
- Commitment to ongoing personal and professional development which drives best practice.
- Proactively utilises initiative, innovation and a commitment to continuous improvement.
- Strong collaborative skills which enable effective engagement within a high functioning cohesive team.
- Ability to exercise sound judgment and decision making amongst competing demands.
- Ability to show initiative in planning and developing new ideas and approaches, and to implement and communicate change effectively.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Formal Qualifications

- Qualifications in business, administration or similar is desirable.
- First Aid Certificate is desirable.

Knowledge & Experience

- Experience in providing high quality customer service.
- Well-developed written and verbal communication and interpersonal skills.
- Ability to deal effectively with distressed and agitated clients, placate clients and resolve problems.
- Able to work independently in a remote location.
- Ability to work in a team and to exercise tact, discretion and sound judgement.
- Demonstrated courteous disposition and helpful and friendly demeanour.
- Time management skills and the ability to develop, maintain and monitor own work program to meet deadlines.
- The ability to work under pressure with accuracy.
- Experience with Smart Phones, software and online technology and willingness to use as part of your role.

SELECTION CRITERIA

Essential

1. Experience in an office environment including cash handling, data input and customer service.
2. Commitment to the delivery of best value services to stakeholders through the pursuit of personal excellence, integrity and continuous improvement.
3. Ability to operate independently working within established and agreed parameters.
4. Experience working with business software.
5. Demonstrated experience in operating in a team environment, in particular sharing workloads and supporting colleagues in a positive manner.
6. Excellent verbal and written communication, negotiation and consultation skills.
7. Accuracy and quality of duties undertaken.
8. First Aid Certificate (or the willingness to obtain).

Desirable

9. Local Government knowledge.

ACCEPTANCE OF POSITION

I agree to the current requirements of this Position Description.

Employee Name: _____

Employee Signature: _____ Date: _____

General Manager Approval: _____ Date: _____