



Position Summary

Position Title:	Customer Service Officer
Position Status:	Permanent Full Time
Reports to:	Administration Manager
Award Classification:	Local Government Industry Award 2020 King Island Council Enterprise Agreement 2016

Position Objective

The Customer Service Officer

This position is responsible for assisting in the delivery of administration and customer services for King Island Council.



Requirements of the Job

- Be the first point of contact for telephone enquiries and provide information on a broad range of community and Council issues or refer to the appropriate officer.
- Respond to general counter, email and telephone enquiries.
- Process Customer Service Requests in line with Council's customer service charter.
- Perform cash handling activities in line with Council's policies and procedures.
- Process bookings for the hire of Council facilities.
- Maintain reception area to a high standard including brochure display and advertising material.
- Assist with correspondence and/or report generation and preparation.
- Undertake records management tasks including filing, file notation, electronic tracking and creating files.
- Prepare outwards correspondence including the preparation of mail for lodgment.
- Prepare a range of office documents using a variety of office equipment including computers, printers, photocopiers, binding machines, folding machines etc.
- Manage the office's stationery / office supplies, including stock control and ordering.
- General housekeeping for the Council administration office.
- With appropriate training and support, develop knowledge and skills in the key tasks involved in other administrative roles in order to support or undertake other duties as required.
- The key responsibilities may be modified from time to time to ensure outcomes are consistent with Council's Corporate and Operational Plans.



WHS and Duty of Care

While at work, employees must:

- Take reasonable care for their health and safety and that of others who may be affected by their actions or omissions
- Comply, so far as they are reasonably able to, with any reasonable instruction given by the Council to allow the Council to comply with WHS laws
- Cooperate with any reasonable policy or procedure of the Council relating to health or safety at the workplace that has been notified to workers.

Policies

Employees must commit to and understand the principles and expectations of Council's Equal Employment Opportunity (EEO), Anti-Discrimination policies, and explain their meaning.

Employees are expected to maintain the confidentiality of all information, including private or sensitive information, that they encounter through their position and in their work environment.

Employees must comply with all Council's policies.

Additional duties

Flexibility and willingness to undertake other duties as directed by their Senior Manager or General Manager

Delegations

Comply with delegations as per the Council Delegations Register.



Performance/Skill Standards

The incumbent in this position is responsible and accountable for meeting the performance indicator objectives:

- Tasks allocated are to be performed to agreed standards and/or as per established procedures or guidelines.
- Work goals shall be those as set by the Supervisor, and will be drawn from Council's Operational Plan and Corporate Plan.
- Work is to be carried out as directed and explained by the Supervisor or responsible officer and in accordance with the relevant policies and procedures.
- Tasks are to be completed within the time frame set by the Supervisor.
- Actively participate in planning and recommending improvements for effectiveness and efficiency of work tasks.
- Maintain a focus on establishing and maintaining relationships based on honesty, trust and integrity.
- Demonstrate a spirit of cooperation toward other employees and the achievement of Council's aims and objectives.
- Develop and display initiative to assist others in the work team to work effectively.



Organisational connections

- Reports to: **Administration Manager**
- Direct reports: **Nil**

Key Relationships

Internal

- **Councillors**
Through the Administration Manager and General Manager provide assistance regarding the work area.
- **General Manager**
In conjunction with the Administration Manager provide assistance and information regarding the area.
- **Administration Manager**
Provide direct support and assist where necessary.
- **Other Council staff and employees**
Provide assistance within the scope of the role.

External

- **Residents of King Island**
Communicate in an appropriate manner with all residents of King Island while retaining confidentiality.
- **Service Providers and Contractors**
Work collaboratively alongside Service Providers and Contractors within the scope of the role.
- **External Organisations**
Assist in any preparation required for the direct supervisor to liaise with any external organisations.



Selection Criteria

Essential Qualifications, Skills and Experiences

- Demonstrated experience in front of house administrative/customer service.
- Strong communication, literacy and numeracy skills.
- Experience with the Microsoft Office family of products.
- High attention to detail and accuracy.
- Ability to work autonomously and manage workload with customer service responsibilities.
- Strong interpersonal skills including ability to work as a member of a small team.
- Demonstrate a commitment to the organisation including punctuality, professional personal presentation and a friendly, cooperative and enthusiastic attitude.
- Minimum of C class provisional driver's licence.

Desirable Qualifications, Skills and Experiences

- Local Government or other multi-faceted organisations.
- Political acumen with the ability to competently deal with sensitive and challenging situations with internal and external stakeholders (such as residents and visitors).
- Relevant qualifications/education.

I have read this Position Description and I agree to undertake the all the duties to the best of my ability

Signed: _____

Date: _____

