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| Position | Customer Service Officer |
| Reports to | Finance and Administration Manager |
| Employment Basis | Casual |
| Classification | B2 L1 G5a S1-4 +25% (Casual Loading) |
| Date revised | April 2021 |

This position description is a broad description of the accountabilities, duties and conduct of an employee of Brewarrina Shire Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Primary Purpose

To promote a positive customer service-oriented image of Council by providing high quality customer service to the internal and external customers of Council in a professional and courteous manner.

Council Values

Council's values of honesty and integrity, mutual respect and reliance, equity and fair dealings, accountability for actions and community expectations under resource constraints guide the decisions, actions and conduct of all employees.

Core Accountabilities

- Provide high level of customer service to Council's internal and external customers in a positive and professional manner.
- Provide accurate relevant information and assistance regarding Council's services, policies and procedures and activities to all customers of the Council in a professional, concise and helpful manner.
- Receive and process monies payable to Council services in accordance with the relevant accounting standards and Council's policies.
- Ensure all customer complaints and enquiries are recorded, processed and managed in accordance with the Council's policies and procedures.
- Provide ongoing support to other areas of the Council and assist with daily correspondence and maintenance of records and files.
- Contribute to the performance of the Council, leading by example in your field of expertise, adopting professional behaviours and being accountable for own decisions, actions and conduct that aligns with Council's values and the code of conduct.
- Ensure a safe working environment by taking accountability for own actions and complying with Council's WHS policies and procedures.
- Provide relief administration support to various areas of Council; library, Centrelink, Visitor Information Centre and Technical Services as required.



The employee is required to undertake any other duties, projects or tasks as directed by the Manager/Supervisor, which are within his/her skills, competence and training.

The employee is to comply with the organisations policies and procedures (as varied from time to time) and undertake training and development.

Essential Criteria





1. Year 10 education or equivalent.
2. Minimum of two years administration / clerical experience.
3. Demonstrated experience in providing high quality customer service to a diverse range of internal and external customers.
4. Demonstrated high level written and verbal communication skills, interpersonal skills and telephone etiquette.
5. Demonstrated problem solving, negotiation and conflict resolution skills.
6. Experience with Microsoft office suite, including Word, Outlook and Excel.
7. Proven ability to work productively as a member of a team and contribute to team goals
8. Willingness to travel and overnight stay as required and undertake additional training.

Desirable Criteria

1. Certificate III in Customer Service or Business Administration or relevant field
2. Demonstrated Local Government experience incorporating a broad knowledge of Council practices and services.
3. Basic knowledge and understanding of the State Records Act & Amendment Act.
4. Experience in processing financial transactions including cash handling.
5. Class C Drivers Licence.
6. Demonstrated time management skills and proficient and accurate data entry skills.



Position Capabilities

| Capability Group | Capability Description | Level |
|--|---|---|
|  Personal Attributes | Be accountable for investing in own growth, acting with integrity and displaying resilience. | (Input level of capacity required for the role from capability framework) |
|  Relationships | Be respectful, inclusive and collaborative in engaging with others to address issues and deliver for the community. | (Input level of capacity required for the role from capability framework) |
|  Results | Be planned and responsive to organisational priorities and develop pragmatic solutions to deliver quality outcomes. | (Input level of capacity required for the role from capability framework) |
|  Resources | Be efficient, effective and compliant in the management and use of assets, finance and contracts. | (Input level of capacity required for the role from capability framework) |

Date:

Agreed:

Employee Name

Employee Signature