



Position	Customer Service Officer – part time– Tourism and Library
Reports to	Community Services Manager
Group	Community Services
Band/Level	Band 1, Level 2
Grade	Grade 1 – 2, Steps 1 -4
Date revised	October 2019

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

Visitor Information Centre

- 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 including the promotion of Tourism to all customers in a professional, concise and helpful manner.
- Assist in the production of the Brewarrina Newspaper on a Monthly basis and support staff in taking photographs for publication, in accordance with relevant regulatory guidelines.
- Provide assistance to members of the Community with local history and research
- Stock control including brochures, merchandise and local artworks.
- 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.

- Ability to work on a rotating rostering system with willingness to undertake work and event activities on Weekends and Public Holiday shifts.

Library:

- The purchase and acquisition of library resources;
- Client services, borrowings and returns;
- Photocopying and Data-Entry services;
- References enquiries, readers services and circulation;
- Collect and collate statistics for monthly reporting;
- Maintain library cataloguing function;
- 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.

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. Demonstrated experience in providing high quality customer service to a diverse range of internal and external customers.
2. Demonstrated high level of written, verbal and interpersonal communication skills including but not limited to; problem solving, negotiation and conflict resolution.
3. Demonstrated ability to market and promote events including exhibition, display work and event coordination.
4. Experience with Microsoft office suite, including Word, Outlook and Excel
5. Proven ability to work productively as a member of a team and contribute to team goals
6. Class C Drivers Licence.
7. Enrolment in Certificate III in Library and Information Services or willingness to complete the following prescribed units:
 - BSBCUS201 – Deliver a service to customers
 - BSBLIB304 – Develop and use information literacy skills
 - BSBWHS302 – Apply knowledge of WHS legislation in the workplace
 - BSBWOR203 – Work effectively with others
 - CUAIND202 – Develop and apply knowledge of information and cultural services
 - ICTICT203 – Operate application software packages.
8. Ability to work efficiently as part of a team
9. Good communication skills and an ability to follow directions provided by supervisor

Desirable Criteria

1. Demonstrated Local Government experience incorporating a broad knowledge of Council practices and services.
2. Experience in processing financial transactions including cash handling and budgetary administration.
3. Journalism and/or literary publication experience.
4. Experience in marketing and promoting Business Development

Position Capabilities

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

Date:

Agreed:

Employee Name

Employee Signature