
POSITION	Community & Customer Trainee
EMPLOYMENT STATUS	12-months Fixed Term Full Time
CLASSIFICATION	Band 1 Level 1 Trainee Scale
EMPLOYMENT CONDITIONS	Goldenfields Water County Council Enterprise Award
SECTION	Corporate Services
LOCATION	Temora
REPORTS TO	Community & Customer Team Leader

To achieve the mission and vision of Goldenfields Water, Council and its employees have a core set of corporate values. These values benchmark the expected standards of behaviour and underpin and guide our everyday decision making and activities. Our corporate values are:

INTERGRITY TRUST RESPECT TEAMWORK CONTINUOUS IMPROVEMENT

KEY DUTIES AND KEY RESULT AREAS

The Community & Customer Trainee position will spend majority of time in Corporate Services, however, will be given the opportunity to be exposed to and assist with an array of Council functional areas across the organisation.

Key duties include, but are not limited to under the direction of a supervisor:

- Comply with responsibilities relating to the terms of the Training Contract as a Trainee (training attendance and attainment of competencies).
- Complete a qualification of Certificate III in Business Administration.
- Provide front-line support by assisting senior staff in delivering customer service across phone, email, online, and in-person channels, including responding to basic enquiries regarding water services, outages, billing, and general information.
- Assist with preparation and distribution of customer communications under supervision, including service notifications and public information materials, ensuring adherence to council communication standards.
- Support customer engagement activities such as surveys, school programs, information sessions, and community events by providing logistical and administrative assistance.
- Assist with routine customer service processes including Section 603 certificates, land transfer documentation, pensioner concession applications, and enquiries regarding leaks or discoloured water.
- Complete banking and mail duties as required.
- Maintain office equipment and supplies including printers, stationery, and morning tea.
- Liaise with internal stakeholders as directed, gathering information and supporting consistent messaging across customer touchpoints.
- Maintain accurate records of customer interactions and assist in tracking and escalating complaints or feedback in line with established procedures.
- Actively participate in learning opportunities to build knowledge of council services, customer service standards, and communication practices.

- Undertake all training requirements relevant to the role and proactively maintain professional development.
- Perform other duties as directed, consistent with the scope, skills, and competency level of the position.

CORPORATE REQUIREMENTS

- Maintain awareness and compliance of work, health, safety and environmental policies and procedures to ensure commitment in promoting and practicing work, health, safety and environment protection.
- Maintain awareness and compliance with Council's Code of Conduct and policies, including the EEO Policy, Anti-Bullying and Harassment Policy, and relevant risk management protocols.
- Willingness to undertake and commitment to continuous improvement.
- Work flexibility to meet the demands of the organisation.
- Contribute to the creation of a high-performance culture where accountability, innovation, change and excellence in service delivery are valued.
- Adhere to corporate record keeping requirements.

INFORMATION MANAGEMENT

The employee will not divulge any confidential information about Council either during or after the term of their employment with Council.

KEY SELECTION CRITERIA

ESSENTIAL CRITERIA

- A keen willingness to undertake a Certificate III in Business Administration (or similar) and actively engage in structured on-the-job training.
- Demonstrated written and verbal communication skills with the ability to interact professionally with a diverse range of customers and internal stakeholders.
- Demonstrated interest in providing high-quality customer service and supporting positive customer experiences across multiple service channels.
- Demonstrated experience in the use of Microsoft Office products combined with accurate keyboard and data entry skills, and a willingness to learn additional systems as required.
- Demonstrated ability to follow instructions, prioritise tasks, and complete work within set timeframes under supervision.
- Demonstrated ability to participate and contribute effectively to a team environment and support team objectives.
- Demonstrated attention to detail when preparing or reviewing information to ensure accuracy, clarity, and accessibility.
- Understanding of and commitment to Equal Employment Opportunity and Work Health and Safety requirements in the workplace.

DESIRABLE CRITERIA

- Current NSW Driver's Licence