

POSITION DESCRIPTION

Position:	CUSTOMER SERVICE / ADMINISTRATION OFFICER
Employment Status:	Casual
Position number:	1030
Directorate:	CEO
Unit:	People and Culture
Classification:	Bands 4-6 dependent on duties performed
Date adopted/reviewed:	15/01/2024
Document number:	DOC/24/2169

THE UNIT

The People and Culture unit delivers services to the organisation consistent with the Council's people and organisation objectives. The unit provides advice to line managers on people management, provides guidance to employees on matters regarding their employment experience, co-ordinates learning and development programs to advance capability and meet compliance requirements and delivers services including payroll, Health, Safety and Wellbeing (HSW) and organisation development.

The unit also manages employee relations matters, oversees and co-ordinates the Council's compliance to employment related law through policies, procedures and ongoing ad-hoc advice, the EBA and other legal instruments relevant to the organisation's people management. The area also advises on strategic areas such as culture, workforce planning, people strategy and manages external relationships with employment law related regulatory bodies and unions.

POSITION OBJECTIVES

Provide effective and efficient customer service and administrative support across various Units within Council.

KEY RESPONSIBILITIES AND DUTIES

Customer Service

- Answering phone and counter enquiries, resolving most enquiries where possible at the first point of contact
- Ensure knowledge of Council responsibilities, procedures and frequently asked questions is current at all times
- Provide accurate cashiering, data entry and receipting of payments received
- Delivery of excellent customer service to internal and external customers, in a friendly, efficient and timely manner

- Assist to maintain a welcoming, tidy and professional presentation of the customer service areas and notice boards
- Provide relief support to the Visitor Information Centre

Administration

- Preparation and distribution of documents (including reports, correspondence, memos, agendas and minutes) to a high level of skill and accuracy
- Arrange and schedule meetings, venues, catering, travel, training and accommodation requirements for the relevant Unit
- Maintain a range of electronic systems and databases
- Respond to general enquiries for the relevant Unit
- Provide support to projects as requested

ORGANISATIONAL RELATIONSHIPS

Reports To: Employee Services Coordinator

Will report to different manager/supervisor depending on assignment

Supervises: Nil

Internal Liaisons: Staff at all levels across the organisation

External Liaisons: Members of the public, community groups/organisations, service providers

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible to the relevant Unit Manager or supervisor for the effective and efficient performance of all duties and key responsibilities as directed
- Accountable for effectively and efficiently managing requests, complaints and general information and advice, through effective negotiation and conflict management, to ensure customer satisfaction
- Work generally falls within specific guidelines, but with the scope to exercise discretion in the application of established standards and procedures
- The provision of high level administration support to the Unit Manager and team
- All correspondence and information produced for internal and external use will be approved by the Manager prior to distribution

JUDGEMENT AND DECISION MAKING

- Work objectives are well defined
- Demonstrated problem solving and decision making skills to be able to accurately determine the appropriate action to meet enquirer's needs or propose solutions to simple administration problems
- Under general guidance and advice, assess the importance of issues raised in in-coming telephone calls, respond to enquiries appropriately, address concerns where possible, and redirect where appropriate
- Ensure the sensitivity of all allocated documentation remains confidential
- Guidance and advice is usually available within time to make a choice

SPECIALIST SKILLS AND KNOWLEDGE

- An understanding of all of Council's operations, statutory responsibilities and the overall structure of the organisation, are essential for the role
- Proficiency with MS Office applications and excellent keyboard skills
- The ability to operate in a professional, consistent manner with particular attention to detail
- Knowledge of records management system would be highly regarded

MANAGEMENT SKILLS

- Ability to plan, organise and manage time, so that organisational resources are optimised and objectives are achieved within a timetable
- A demonstrated ability to work under pressure, including ability to prioritise work, meet deadlines and remain calm and customer focused
- Use initiative in researching and analysing information

INTERPERSONAL SKILLS

- Ability to prepare routine correspondence and reports
- Effectively communicate with clients who may have difficulties with communication in a respectful, patient and accurate manner
- Maintain constructive relationships with other team members and other parts of Council to gain cooperation, resolve issues and achieve desired outcomes
- Ability to work as part of a team or independently as required
- Demonstrated capacity to adapt to changing circumstances and to have a flexible approach to meeting challenges

QUALIFICATIONS AND EXPERIENCE

- Certificate or Diploma in Business Administration and/or demonstrated experience in a similar position
- Highly proficient in Microsoft Office suite particularly Excel, Word and Outlook
- Excellent written and verbal communication skills
- Experience in a busy and diverse environment with a customer focus
- High level literacy and numeracy skills
- Demonstrated experience in collection and analysis of data and basic research
- Previous experience in working within a Local Government setting is not essential but would be highly regarded

OCCUPATIONAL HEALTH AND SAFETY

An employee, while at work, shall:

- be responsible for compliance with OH&S regulations relevant to the tasks performed.
- provide a safe working environment for the community and private property whilst engaged in work practices.
- take care of their own health and safety and the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.
- adhere to and assist in the continuous improvement of Council's occupational health and safety, and risk systems.
- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure.
- adhere to and assist in the continuous improvement of Council's risk management system.

All employees may be required to contribute to emergency management planning and activities as they arise and in an emergency you may be directed by your manager to participate in duties not normally assigned to you.

CHILD SAFETY

Mount Alexander Shire Council is a committed Child Safe organisation and has zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. ALL Council staff must ensure that their behaviours and actions are consistent with these standards.

DIVERSITY, EQUITY AND INCLUSION

Mount Alexander Shire Council is committed to diversity, equity and inclusion. Council welcomes applications from people from different backgrounds, people of culturally and linguistically diverse backgrounds, those living with disabilities, members of the LGBTIQ+ community and people of Aboriginal and Torres Strait Island descent.

INFORMATION SECURITY

Council ensures the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction in order to provide confidentiality, integrity and availability.

All Council staff review and sign the Acceptable Use Policy and complete mandatory information security training upon commencement and undertake further training relevant to their role.

INTELLECTUAL PROPERTY

Council employees must not disclose any confidential information belonging to Council or otherwise coming into their possession during the course of their employment, except as expressly permitted under any of the organisation's policies or as required by law.

All intellectual property (including patents, copyrights, trademarks, inventions, designs or other intellectual property) created and/or developed by a Council employee whilst at work or while using Council's equipment is the exclusive property of Council.

ADDITIONAL INFORMATION

- As part of Council's recruitment and selection process and related policies, a satisfactory police check will be required for this position. Some positions may also be subject to a pre-employment medical check and/or require a Working with Children check.
- You may be provided with or use equipment that contains electronic monitoring devices.
- All employees are required to actively partake in the annual performance development review. Position descriptions are reviewed as part of this process.
- As public officers under the Public Records Act 1973, all staff have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

KEY SELECTION CRITERIA

- Certificate or Diploma in Business Administration and/or demonstrated experience in a similar position
- Ability to build effective and constructive relationships across all areas of the organisation
- Well-developed communication skills including proficiency in Microsoft Office suite particularly Excel, Word and Outlook
- Application of written and verbal communication skills for effective performance
- Excellent organisational skills that can be applied to an environment of conflicting demands
- A basic knowledge of the application of the Local Government Act and Information Privacy Act to the delivery of Council services

AGREEMENT AND ACCEPTANCE

Signed on behalf of Mount Alexander Shire Council:

Manager People and Culture: _____

Date: _____

I understand, agree to and accept the role as outlined in accordance with this position description:

Employee Name: _____

Signature: _____

Date: _____

Position descriptions are varied from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources team to ensure the version you are using is up to date.