

Leeton Shire Council



POSITION DESCRIPTION

Leeton Shire Council Staff Mission and Values:

- ✓ *Our mission is to be proudly trusted by the Councillors and the Community to deliver for them the very best outcomes in the most effective manner whilst enjoying a harmonious workplace that values and rewards its workforce for service excellence.*
- ✓ *We are a values-driven workforce and are committed to demonstrating a set of shared values that we have cogenerated as a team of staff. These are:*

Trust Respect Integrity Collaboration Communication Innovation

- ✓ *With these values leading how we perform our roles, staff have the chance to develop as leaders in their own right, enjoy a sense of **wellbeing** and **safety** and show and receive **loyalty**.*

POSITION DETAILS

Position Title	Customer Services Assistant – LMAG & VIC
Department	Economic & Community Development
Directorate	Economic & Community Development
Location	Leeton Museum & Gallery, 27-33 Chelmsford Place, Leeton 2705 Leeton Visitor Information Centre, 10 Yanco Avenue, Leeton 2705
Salary Grading	Grade 4 Entry
Employment Status	Casual
Hours of Work	As required
Supervisor	Director Economic & Community Development
Staff Reporting to Position	Nil
Key Internal Relationships	▪ Director Economic & Community Development ▪ Museum, Gallery & Heritage Coordinator ▪ Marketing & Promotions Coordinator ▪ Events & Cultural Services Assistant ▪ Visitor Services Officer ▪ Casual staff ▪ Volunteers
Key External Stakeholders	▪ General Public ▪ Heritage Groups

PRIMARY PURPOSE OF POSITION

- ❖ To provide effective support for the day-to-day operations of the Leeton Museum & Art Gallery and/or Leeton Visitor Information Centre

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document.

All staff are expected to demonstrate behaviours that align with Leeton Shire Council core values, Code of Conduct, Child Safe Policy and Equal Employment Opportunity Principles

POSITION ACCOUNTABILITIES AND RESPONSIBILITIES

Finance:

- ❖ Comply with relevant budget processes and procedures, ensuring appropriate charge numbers and costing codes are used.

Strategy:

- ❖ Contribute to the review and updating of internal business processes.

Customer/Stakeholder:

- ❖ Attend to customer requests and enquiries.
- ❖ Provide specialist information and advice to customers.
- ❖ Participate in school and interest group tours and talks as appropriate.

Operations:

- ❖ Assist in all aspects of operational support in the Museum & Art Gallery and/or Visitor Information Centre
- ❖ Assist with coordinating the booking and scheduling of rental of rooms.
- ❖ Assist with promotions, including through a range of digital platforms.
- ❖ Comply with cash handling procedures.
- ❖ Provide administrative support services including record keeping, mail distribution and banking when required.

WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the safety of themselves, all employees of council and members of the public. Workers have the following responsibility, authority and accountability:

- ❖ On commencement, new staff must present evidence of having received current Covid-19 vaccinations.
- ❖ Working safely so as not to put yourself or other at risk.
- ❖ Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented.
- ❖ Cooperating and complying with safe work methods statements, policies and procedures and participating in their development.
- ❖ Reporting all accident, incidents and hazards to your supervisor/manager immediately and participating in accident/incident investigation and risk management activities.
- ❖ Attend all required WHS training.

A full list of Leeton Shire Council's WHS responsibilities and accountabilities are available within the '[Conditions of Employment Essential Information](#)' document.

SELECTION CRITERIA

Essential:

Qualifications/Licences/Experience:

- ❖ Year 10 or higher level of education with at least 2 years' experience in a customer focused environment.
- ❖ Possess and maintain a current Class C driving licence. Failure to maintain such licence may be grounds for dismissal.

Skills and Attributes:

1. Good organisational, administrative and technology skills, including the use of Microsoft Office software packages.
2. Be a customer-focussed person with excellent interpersonal skills.
3. Be self-motivated and work independently with minimal supervision.
4. Energetic, enthusiastic and have the ability to see projects through.
5. Always set a high standard as the general public looks upon you as a representative for Council.
6. Willingness to attain skills training as and when required.

Desired Requirements:

- ❖ Experience in working with community groups.
- ❖ Flexible non-judgemental approach to working with people in a team environment



Jackie Kruger
General Manager

I hereby accept the terms and conditions set out in
this position description for Customer Services Assistant Casual - LMAG & VIC .

Dated this day of 20.....

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Signature

