Blacktown City. Made Together

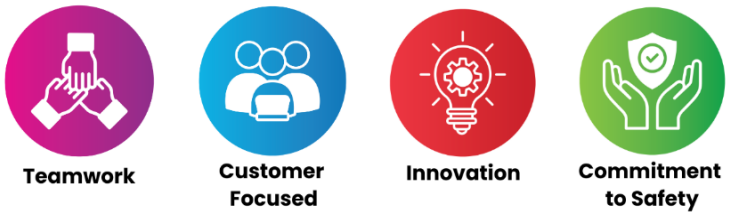
Position description

Greenspace Service Coordination Officer

Summary information

Section	Greenspace Services	**Directorate**	City Assets
BCC number(s)	BCC384	**Position type**	Permanent, full-time
Grade	Grade 12	**Skill descriptor**	Band 2 Level 3
Reports to	Coordinator Greenspace Customer Experience	**Direct reports**	No
Approval limit	$0	**Release limit**	$0
Created/reviewed	March 2026		

Our values



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Blacktown City Council

1. Position purpose

This role is primarily responsible for leading the integration of customer service, digital workflow management, and operational delivery across Greenspace Services, ensuring accountability is embedded throughout service delivery, and continuous improvement initiatives to drive enhanced customer outcomes.

The position will drive continuous improvement in customer and operational workflows by identifying service trends, removing process inefficiencies, enhancing digital and automated systems, and embedding clear accountability throughout the customer request lifecycle. Through data-driven analysis, performance monitoring, and stakeholder engagement, the role supports improved service responsiveness, customer satisfaction, and operational effectiveness.

The role will work collaboratively with operational leaders, customers and internal stakeholders to ensure customer insights inform service planning and operational priorities. The role will also foster strong relationships, promote proactive communication, and support the implementation of customer-focused service strategies.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

2. Qualifications and experience

Essential:

- Diploma in Business Administration, Customer Service, Communications, or a related field
- Solid customer service experience and strategy delivery in a customer focused environment
- Demonstrated experience in managing community expectations and CRM commitments and the proven ability to work in a rapidly changing environment
- Proven experience in managing high workloads and competing demands in a timely manner with minimal supervision
- Experience managing customer feedback and improving service processes. Analytical skill to analyse customer concerns, identify trends, and contribute to service improvements
- Highly developed negotiation, consultation, liaison and networking skills
- Sound knowledge and understanding of customer service principles and practices, particularly in relation to current trends, community needs, service initiatives, and available support resources
- Demonstrated computer proficiency skills including word processing, including the maintenance and development of databases
- Current class C driver's licence.

Desirable:

- Experienced in making strategic improvement to customer service and managing community engagement in complex environments

- Understanding of the Local Government Act and environment
- Experience in implementing business improvement initiatives and monitoring their performance
- Experience in implementing digital customer service systems.

3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4. Key accountabilities

Position specific

- Integrating customer experience with operational delivery and driving service improvement and accountability across Greenspace Services.
- Leading customer workflow optimisation and automation that Strengthen community and stakeholder relationships.
- Providing operational intelligence and insights for influencing service planning and operational priorities
- Lead the integration of customer experience and operational service delivery across Greenspace Services, ensuring customer commitments are aligned with operational priorities and outcomes.
- Act as the primary liaison between customers, community stakeholders and operational teams, facilitating effective communication and resolution of complex service requests.
- Identify opportunities to automate and digitise service delivery processes, reducing manual intervention and improving transparency, performance monitoring and customer communication.
- Monitor customer and operational performance data to identify trends, emerging issues, service gaps and opportunities for improvement.
- Maintain a high degree of discretion and confidentiality of information and task.
- Proactively provide high level professional advice that ensures positive customer experience.
- Assist with the efficient allocation and flow of work within the section, as well as between the section and other departments within City Assets.
- Collaborate with the Customer Experience Coordinator to develop the Greenspace Customer Service Strategy and contribute to the preparation of related reports and documentation.
- Establish and maintain relationships with all Council directorates concerning relevant issues associated with the Greenspace Maintenance section and provide timely and accurate advice to senior management and Council.

- Provide proactive assistance with ad hoc and strategic projects as required, contributing to continuous improvement initiatives and cross-functional collaboration.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
    - familiarise yourself with our volunteers policy and standards
    - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
    - undertake training needed to effectively coordinate volunteers
    - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5. Duties

- Prepare and coordinate reports to Council as allocated by the Manager and coordinator.
- Originate necessary action in relation to complaints as directed by the Manager. Action complaints in the absence of the Manager and divert calls where possible.
- Provide high-quality customer service and respond accurately and efficiently when handling written and verbal enquiries Collate data and acknowledge receipt of correspondence.
- Identify bottlenecks and implement process improvements to enhance workflow efficiency Maintain relevant statistical information
- Liaise with operational staff to program maintenance works.
- Provide guidance and support to the community regarding the planning, coordination, and administration of open space maintenance activities and related projects.
- Partner with the Customer Experience Coordinator to design and implement the Greenspace Customer Service Strategy and customer service charter.
- Implement and maintain a follow-up system for the section.
- Assist in the coordination of VIP Correspondence in accordance with organisational protocol.
- Sensitive material is handled in the strictest confidence.
- Liaison with Councillors, senior staff and various departments relating to the management of customer and stakeholders' requests.
- Liaise with and provide advice and assistance to all stakeholders, community (including Councillors, council staff, State Government departments and agencies, consultants, user groups, etc.) and the public on available services in a positive and proactive manner to deliver outcomes.
- Contribute to the development of reports, strategy documents, and relevant customer engagement materials.
- Support and execute updates to internal and external Greenspace Services webpages, ensuring content accuracy, usability, and brand consistency.
- Provide reliable backfill and relief support for Administrative Assistants during leave periods or absences and when able, assist support staff with general administrative duties.Ensure minimal disruption to daily operations through proactive workload management and flexible support.
- Report information gained to relevant officers, observe trends and concerns and act appropriately.
- Undertake administrative tasks as required by the Manager.
- Examine daily departmental correspondence, referring any correspondence or files to the appropriate person.
- Ensure that the skills to operate the computer are maintained to a level compatible with the updating of equipment and procedures.

- Awareness of and adherence to all Council's policies and procedures as relevant to this position.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: