

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, enjoy a sense of **wellbeing** and **safety** and show and receive **loyalty**.

POSITION DETAILS

Position Title	Customer Service Assistant
Directorate	Corporate
Department	Customer Services
Location	Leeton Shire Council office, 23-25 Chelmsford Place, Leeton
Salary Grading	Grade 4
Employment Status	Ongoing – Part Time (after successful completion of the 3-month probation period)
Hours of Work	As per the Letter of Offer
Supervisor	Customer Service Coordinator
Staff Reporting to Position	▪ Nil
Key Internal Relationships	All Council Departments
Key External Stakeholders	▪ Contractors ▪ General Public ▪ Government Agencies

PRIMARY PURPOSE OF POSITION

- ❖ To provide friendly, high quality frontline customer service and business support that fosters a professional and positive image of Council and meets the needs of customers at all times.

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

People Management:

- ❖ Nil

Operations:

- ❖ Enhance the positive image of Council by providing exceptional face to face, online and phone customer service.
- ❖ Provide a friendly, respectful and responsive service to customers at all times.
- ❖ Ensure accurate and current information is provided to customers on current issues, practices and procedures relevant to all Council services.
- ❖ Accurately accept and receipt monies, carry out daily balances and assist with the preparation and processing of bank deposits.
- ❖ Accurately receive and receipt applications pertaining to various Council operations.
- ❖ Work as part of a team to undertake functions such as managing the booking calendar, maintaining an animal impounding register, collecting/lodging mail at the Post Office each day, maintaining the presentation of public areas of the Council building and maintaining the presentation of staff kitchen facilities and staff supplies.
- ❖ Managing the Key Register.
- ❖ Council meeting preparations which requires setting up Chambers and ensuring Chamber supplies are stocked.
- ❖ Perform general office and administration duties at times, which may include the preparation of correspondence, arranging catering, travel and accommodation, photocopying and binding of documents.
- ❖ Assist in Creditors, Debtors, Rates, Water and Executive Support positions, when required.
- ❖ Ensure customer confidentiality is maintained at all times.
- ❖ Apply Council work practices, policies, procedures and guidelines in meeting the expectations and requirements of Council's internal and external customers.
- ❖ Assist in all other aspects of operational support in the Corporate and Customer Services Team as 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:

- ❖ Working safely so as not to put yourself or others 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 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:

1. At least 2 years customer service experience (telephone and face-to-face) in a business environment
2. Must possess and maintain a Class C Drivers Licence.

Skills and Attributes:

1. Be a customer focused person with excellent interpersonal skills and the proven ability to relate well with the general public and fellow employees and maintain positive relationships with all stakeholders.
2. Resilience when dealing with difficult customers, including ability to deescalate highly emotional situations.
3. A demonstrated ability to show initiative and innovation and to solve problems by examination and analysis of available options and to successfully implement improvements.
4. Demonstrate an intermediate understanding and working knowledge of Microsoft Word/Excel and other computer applications.
5. A shown desire to continually seek self-improvement and willingness to attain skills and training when required.
6. Capable of writing standard reports following prescribed formats.

Desired Requirements:

Nil



Jackie Kruger
General Manager

I hereby accept the terms and conditions set out in this position description for Customer Service Assistant.

Dated this day of 20.....

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Signature