

POSITION TITLE:	SERVICE REQUEST COORDINATOR
SECTION	INFORMATION SERVICES
DIRECTORATE:	ECONOMIC AND ORGANISATIONAL DEVELOPMENT

1. REMUNERATION

Grade 13 of the Griffith City Council Salary System

2. REPORTING STRUCTURE

- a) **Directly responsible to:**
Information Manager
- b) **Positions directly reporting to this position:**
Nil

3. PURPOSE

The Service Request Coordinator is responsible for coordinating, monitoring and continuously improving Council's end-to-end service request process, ensuring customer enquiries and requests are managed professionally, efficiently and transparently from receipt through to completion.

Acting as the central coordination point across the organisation, the position provides oversight, not ownership, of service delivery by managing Council's Service Request System and by ensuring requests are appropriately prioritised, allocated, monitored, followed up and reported.

The role works closely with all Directorates, the Senior Management Team and the General Manager to ensure customer requests are resolved within agreed service standards while identifying systemic issues, emerging trends and opportunities to improve organisational performance.



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4. RELATIONSHIPS

The following are examples of relationships that it is anticipated the position will have:

Internal

- General Manager
- Senior Management Team
- Managers and Supervisors
- Customer Service Team
- Governance Team
- Information Technology

External

- Residents (community members)
- Ratepayers
- Businesses
- Community Organisations
- Government Agencies
- Service Request System Supplier

5. CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES

Policies and Procedures	• Comply with Local Government (State) Award • Comply with Council's Code of Conduct, Policies and Procedures at all times • Maintain organisational confidentiality • Comply with the requirements of Anti-Discrimination legislation, including Equal Employment Opportunity and all legislative requirements relevant to the position • Comply with and ensure compliance with Council's Code of Conduct, Policies and Procedures within all areas of responsibility • Ensure the implementation and compliance of appropriate and current Policies and Procedures within all areas of responsibility • Actively participate and contribute to the development of plans, policies and procedures
Customer and Community Relations	• Ensure an efficient, courteous and professional service to internal and external customers at all times • Present a positive image of Council at all times • Promote a culture of understanding exceeding customer expectations • Ensure effective community consultation and communication strategies are implemented for service delivery and projects where appropriate
Work, Health and Safety	• Ensure all work is performed in accordance with requirements of Work, Health and Safety policies, procedures and legislation • Report all incidents, hazards and risks to the immediate supervisor • Maintain and use personal protective and safety equipment as applicable to the role • Actively participate in Work, Health and Safety activities



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	• Monitor work practices to ensure proper employee health and safety and respond to identified risks in a timely manner and in compliance with Council's Work, Health and Safety framework • Acquire and maintain knowledge of Work Health and Safety matters • Ensure all staff are properly trained in all relevant aspects of health and safety applicable to their role • Ensure that contractors meet all requirements for Work Health and Safety and monitor for ongoing compliance
Teamwork	• Actively participate as a member of the relevant Council section and department • Promote and maintain harmonious relationships in the workplace • Ensure workgroups within all areas of responsibility work cohesively towards the achievement of Council objectives • Ensure all conflicts are managed in accordance with policies and procedures and in a timely manner • Promote a culture that encourages and values the contribution of staff to the achievement of Council activities
Yes We Can	• Demonstrate a positive, solution-focused mindset by approaching challenges with confidence, identifying practical solutions, and working collaboratively to achieve outcomes • Act in accordance with Council's values through respectful interactions, effective communication, team work and a proactive approach to achieving positive outcomes
Record Keeping	• Ensure accurate and timely record keeping in accordance with Council's requirements • Promote responsible and accountable practices for keeping full and accurate records and information in relation to corporate activities and decisions
Training and Development	• Actively participate in Council's training and development programs as required • Identify and ensure the delivery of relevant training for staff in areas of responsibility
Continuous Improvement and Innovation	• Promote the development of more efficient work practices • Ensure the ongoing evaluation and review of work practices and processes within all areas of responsibility to ensure they are effective and efficient and implement improvements where appropriate • Promote a culture of change and innovation by encouraging new ideas • Identify and propose additional business opportunities that enhance Council's existing capabilities



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Environment	- Consider the protection of the environment when undertaking all Council activities - Consider the protection of the environment in decision making and in the undertaking of all Council activities - Consider the protection of the environment in decision making and in the undertaking of all Council activities
General	- Perform other duties as required consistent with the level of competencies of the position - Ensure efficient and appropriate use of Council resources when carrying out work - Accomplish tasks while working under limited / minimum supervision - Work with allocated resources and budget to meet or exceed expectations of Council - Administer and ensure efficient and appropriate use of Council resources

6. PRINCIPAL ACCOUNTABILITIES

- Build and maintain positive relationships with internal and external stakeholders by providing responsive, customer-focused service and ensuring needs are understood and addressed effectively
- Take ownership of responsibilities, deliver agreed outcomes within required timeframes, and ensure work is completed accurately, ethically, and in accordance with organisational policies and standards.
- Foster productive working relationships with colleagues and stakeholders, sharing knowledge, supporting team objectives, and contributing to a positive and inclusive workplace culture
- Analyse complex issues, evaluate options, and make informed recommendations that support sound decision-making and achieve organisational objectives.
- Collect, interpret, and present relevant data and insights to identify trends, measure performance, inform planning, and support evidence-based decision-making
- Identify opportunities to improve processes, systems, and service delivery by promoting innovation, implementing practical solutions, and supporting a culture of continuous improvement.
- Engage and influence stakeholders without direct authority by building credibility, communicating effectively, negotiating outcomes, and fostering commitment to shared goals.
- Maintain professionalism and effectiveness in changing or challenging environments by adapting to competing priorities, managing pressure, and remaining focused on achieving outcomes.
- Demonstrate Political awareness and resilience



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7. KEY DUTIES

Service Request Coordination

- Coordinate the end-to-end management of all Council service requests received via phone, customer service, Councilors, website, email, correspondence, social media and other approved channels.
- Ensure requests are accurately recorded, categorised, prioritised and allocated to the appropriate business unit.
- Maintain oversight of every active request until completion.
- Ensure service requests comply with Council's service standards and governance requirements.
- Monitor workflow queues and ensure requests are progressing appropriately

Monitoring, Follow-Up and Escalation

- Proactively monitor outstanding service requests across all Directorates.
- Follow up overdue, stalled or high-priority requests with responsible managers.
- Escalate unresolved issues through management channels where service standards are at risk.
- Provide early warning to Directors, the Senior Management Team and the General Manager regarding significant customer issues or emerging service risks.
- Ensure customer commitments are met and exceptions are clearly communicated

Councilor Service Requests

- Coordinate service requests submitted by Councilors (via the General Manager).
- Provide timely progress updates to Councilors (via the General Manager).
- Ensure Councilor requests receive appropriate visibility and organisational attention.
- Support transparent communication between operational areas and elected members (via the General Manager).
- Assist in preparing responses relating to service requests where required.

Customer Communication

- Ensure customers receive timely acknowledgements, progress updates and completion advice.
- Review customer correspondence to ensure communications are accurate, respectful, professional and solution-focused.
- Promote positive customer experiences through proactive communication.
- Encourage a culture of ownership and responsiveness across the organisation.



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Reporting and Performance Management

- Develop and maintain organisational dashboards measuring:
 - Service request volumes & response times
 - Completion times and overdue requests
 - Directorate performance and customer demand trends
- Prepare weekly and monthly reports for:
 - General Manager, Senior Management Team & Councilors
- Analyse organisational performance against service standards.
- Identify recurring issues affecting customer satisfaction and organisational performance.

Continuous Improvement

- Analyse service request trends to identify:
 - recurring customer issues & service gaps
 - process inefficiencies & resource constraints
 - opportunities for automation
- Recommend improvements to business processes, workflows and customer service practices.
- Assist Directorates to improve service performance through data-driven insights.
- Support continuous improvement initiatives associated with Datascape and other business systems.

Governance and Quality Assurance

- Maintain consistency in service request management across Council.
- Ensure requests comply with legislative, governance and record management requirements.
- Monitor data quality within Council's service request system.
- Assist in developing service standards, procedures and operational guidelines.
- Promote organisational accountability through accurate reporting and performance monitoring.

Customer Service Culture

Promote Council's customer-first philosophy by:

- promoting a positive **"YES WE CAN"** attitude;
- encouraging ownership rather than 'deflecting' customer issues;
- recognising excellent customer service behaviours;
- supporting a culture focused on solutions rather than obstacles;
- helping embed continuous improvement across the organisation.



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8. COMPULSORY REQUIREMENTS OF THE POSITION

The successful candidate may be required to undertake a pre-employment drug and alcohol test and achieve a satisfactory outcome.

9. KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated experience coordinating high-volume customer enquiries, service requests or operational workflows within a complex organisation.
- Highly developed organisational and prioritisation skills.
- Experience using a customer management system, workflow management or data driven enterprise service request systems.
- Strong analytical ability with experience interpreting operational data and performance trends.
- Demonstrated ability to influence outcomes through effective follow-up and stakeholder engagement.
- Excellent written and verbal communication skills.
- Demonstrates a passion for 'continuous improvement'
- Experience preparing reports and dashboards for senior leadership.
- High level of customer service and problem-solving capability.
- Demonstrated ability to manage confidential and sensitive information.

DESIRABLE

- Experience within Local Government.
- Experience with Datascape or similar enterprise systems.
- Knowledge of customer service frameworks and continuous improvement methodologies.
- Understanding of records management, governance and public sector accountability.
- Knowledge and practical experience applying AI for the betterment of process, analysis and reporting (and/or commitment to learn)

10. CRITICAL PHYSICAL FACTORS

Described below are the critical physical factors (CPF) associated with this role. The CPF are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these CPF as an inherent requirement of their employment.



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KEY

OOccasional: exposure to the physical factor less than twice a week on average
 FFrequent: exposure to the physical factor 3 - 4 times a week on average
 CConstant: exposure to the physical factor more than 5 times a week on average
 RRepetitive: exposure to the physical factor multiple times in an hour
 N/ANot Applicable
 ≡Winter
 ✱Summer

Demands	Description	Frequency				
		O	F	C	R	NA
Physical Demands of Job Tasks						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels	X				
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery					X
Hand/Arm Movement	Tasks involve use of hands/arms - e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.				X	
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.	X				
Standing	Tasks involve standing in an upright position without moving about		X			
Driving	Tasks involve operating any motor-powered vehicle	X				
	Tasks involve driving vehicle on unsealed roads.	X				
Sitting	Tasks involve remaining in a seated position during task performance			X		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	X				
Walking/Running	Tasks involve walking or running on even surfaces		X			
	Tasks involve walking on uneven surfaces	X				
	Tasks involve walking up and / or down slopes	X				
	Tasks involve walking whilst pushing/pulling objects	X				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, onto plant	X				
	Tasks involve climbing over or under machinery	X				
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.	X				



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Demands	Description	Frequency				
		O	F	C	R	NA
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms		X			
	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms for an extended period - e.g. whipper snipper.	X				
	1. Light lifting/carrying (0-9 Kg)			X		
	2. Moderate lifting/carrying (10-15 Kg)					X
	3. Heavy lifting/carrying (16 Kg and above)					X
Restraining	Tasks involve restraining animals / objects	X				
Pushing/Pulling	Tasks involve pushing/pulling hand powered objects away from or towards the body. Also includes striking or jerking. - e.g. hammer, hoe.	X				
	Tasks involve pushing/pulling powered objects away from or towards the body. Also includes striking or jerking. - e.g. chainsaw, whipper snipper, jackhammer, drills, grinders.					X
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.	X				
Manual Dexterity	Tasks involve fine finger movements - i.e. keyboard operation, writing, tightening a nut.				X	
Sensory Demands of Job Tasks						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - i.e. looking at screen/keyboard in computer operation, working in dark environment, etc.				X	
Hearing	Tasks involve working in a noisy area - e.g. boiler room, kitchen, workshop and/or operation of noisy machinery/equipment			X		
Smell	Tasks involve the use of the smell senses as an integral part of the task performance - e.g. working with chemicals	X				
Exposure to Chemical Hazards						
Dust	Tasks involve working with dust - e.g. sawdust	X				
Gases	Tasks involve working with gases					X
Fumes	Tasks involve working with fumes - i.e., which may cause problems to health if inhaled.					X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - e.g. dermatitis					X
Working Environment						



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Demands	Description	Frequency				
		O	F	C	R	NA
Temperature	Tasks involve working in temperature extremes and exposure to outdoor elements - e.g. working in a cool room, working outdoors, boiler room	X				
Confined Spaces	Tasks involve working in confined spaces which may affect individuals with claustrophobia	X				

11. AUTHORITY TO ACT

Delegations set out in the Council's delegation register or made by the General Manager.

12. AMENDMENT TO THIS POSITION DESCRIPTION

This position description may be amended from time-to-time and any changes will be communicated in writing.

Position Description created: July 2026

Job Evaluation Assessment Date: 30/07/2026

ACKNOWLEDGEMENT

This Position Description is a broad description of the accountabilities, duties and required capabilities relating to this Position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operation requirements.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Council from time to time as necessary.

Employee Name:	
Signature:	
Date:	



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Appendix A

Area	Service Request Coordinator	Directorates / Business Units
Intake & capture	Ensure requests from all channels are logged correctly	Provide accurate information when requests are raised
Categorisation & routing	Check category, priority and allocation	Accept ownership once assigned
System workflow	Monitor status, flags and SLAs	Progress requests through assigned workflow steps
Customer communication	Coordinate acknowledgements, updates and closures	Provide technical or operational content as required
Follow-up	Chase overdue or stalled requests	Resolve issues and update status
Escalation	Escalate systemic or repeated delays	Address resourcing or service issues
Reporting	Produce dashboards and SMT/Councillor reports	Review performance and take corrective action
Governance	Ensure consistency, confidentiality and records	Deliver services in line with standards
System ownership	No system configuration authority	No system configuration authority
Service delivery	No physical or operational delivery	Deliver the service



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