

Position Description

Position Title	Senior Customer Service Officer		
Department	Corporate & Sustainability	Position Number	C&S08
Grade	Grade 4	Location	Council Administration Office - Coonamble
Status	Permanent Full Time	Hours	35hrs week / 70hrs per fortnight
Reports To	Revenue Officer	Industrial Instrument	Local Government (State) Award 2023
Date Revised	24/01/2024	Version Number	1
Direct Responsibilities	Customer Service, Administration, Rates Support, Service NSW Agency		

Council's Vision

Coonamble Shire is a connected, respectful, and diverse community, working together in a healthy natural environment that supports our vibrant local economy.

Council's Mission

Through its undertakings, maintain and improve the services to ratepayers by the efficient and effective management of assets and the environment in response to community needs.

Position Summary

This position ensures the provision of high level customer service and administrative support, through friendly, efficient and effective 'first point of contact' to all customers and the operation of the Service NSW Agency and including providing timely feedback to customers, ensuring that the "loop is closed" and that excellence in customer service is achieved. This position will also provide support to Council's rates and debtors functions.

Position Benefits

- 9-day fortnight.
- Four (4) weeks annual leave per year.
- Superannuation paid by Council in accordance with legislative and scheme requirements.
- Uniform Allowance as per current policy.
- Employee Assistance Program (EAP).
- Council provided hi-vis and safety work wear and Personal Protective Equipment (PPE).
- Reasonable access to education and training, consistent with the individual's Employee Training Plan and Council's Annual Training Plan, Professional Development Policy and Budget.

Position Description

Key Responsibilities

Customer Service

- Continually strive to maintain high levels of customer service both internally and externally through all forms of communication.
- Demonstrate professional customer service and conflict resolution skills, including the use of effective listening and questioning techniques to identify and respond to customer enquiries at first point of contact.
- Ensuring timely feedback to customers, ensuring that the “loop is closed” and that excellence in customer service is achieved.
- Records information about enquiries and complaints and forwards such information to relevant staff, using prescribed formats such as Council's Customer Request System.
- Prepare debtor accounts, reconciling and follow up of overdue accounts as directed.
- Reconciliation and balancing of transactions, including bank reconciliation.
- Operate the Service NSW Agency office in an efficient manner ensuring that all stock items are adequate & that the office is presented in an acceptable manner.
- Carry out all transactions required to register motor vehicles & issue licences and permits including Service NSW designated tests.
- Up-to-date knowledge of regulations and legislation in relation to Service NSW services.
- Accept and allocate payments and issue receipts, including banking and reconciliation.
- Use photo licence equipment.
- Access 'DRIVES' – Service NSW Computer System for registrations, licencing, permits and other associated processes.
- Filing and maintenance of Service NSW documents that enables verification of Service NSW commission payments.

Records and Finance

- Completion of accurate timesheets with job numbers, daily checklists, reconciliations and other work related documentation.
- Ensure compliance with Council's record management systems.
- Ensure that all critical processes and procedures are documented, including standard operating manuals.
- Seeks approval from Supervisor for expenses / claims, as required by Council's policies and guidelines.
- Ensuring that accounting transactions and records are in accordance with Council's Policies and procedures.

IP&R and Strategic Planning

- Contribution towards the goals outlined in Council's Delivery and Operational Plan and any other appropriate planning / reporting frameworks that are applicable to the scope of the position.

WHS and Environment

- Completing and adhering to workplace procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of Workplace Health and Safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and hazards in the workplace.
- Participate in environmental incident investigation and nominated corrective measures including the observation and reporting of any new environmental aspects and impacts.

Position Description

General

- Provide excellent customer service to both internal and external customers.
- Promote the image of Council in a positive manner and actively promote good public relations.
- Behaviour complies with the Council's Code of Conduct, EEO and Anti-discrimination principles.
- Any other duties consistent with the responsibilities of the position as directed.

Key Internal Relationships

Corporate & Sustainability Department	Work collaboratively within the team to ensure service continuity and contribution towards efficient operations to support Councils plans, strategies and priorities.
Council Departments	Collaborate with all Council Departments to ensure service continuity and a high standard of customer service.
Direct Reports	Nil

Key External Relationships

External Stakeholders and Committees	Represent Council and provide a high standard of excellence and professionalism to all stakeholders.
Service NSW	Collaborate with Service NSW to ensure service continuity and a high standard of customer service that meets statutory and legislative requirements.

Delegations

- Nil

Position Description

Technical Requirements

- Sound computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Demonstrated experience in a similar role (2+ years) preferred.
- Knowledge of Customer Service/Administration with the ability to learn and develop knowledge on the job.
- Certificate III in Business Administration or other relevant qualification or willingness to obtain.
- Australian resident or equivalent or holding a Visa allowing employment in Australia.
- Demonstrated understanding of and commitment to the principles and legislative requirements of Work Health and Safety (WH&S).
- Class P, P2 or C Drivers Licence (unrestricted).
- Ability to complete criminal history and background checks satisfactory.

Desirable Requirements

- Service NSW training.
- Completion of relevant training courses and certificates.
- Local Government experience.

Selection Criteria

- Sound computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Demonstrated experience in a similar role (2+ years) is preferred.
- Knowledge of Customer Service/Administration with the ability to learn and develop knowledge on the job.
- Certificate III in Business Administration or other relevant qualification, or willingness to obtain.
- Class P, P2 or C Drivers Licence (unrestricted).
- Takes the initiative to progress own and team tasks, and consistently delivers high quality work with minimal supervision.
- Makes the most of opportunities to learn and apply new skills and adapts quickly to changed priorities and work environment.
- Commitment to safety and consistently act in line with legislation and policy.
- Ability to communicate clearly and effectively, work independently with minimal supervision, and contribute positively within a team environment.

I acknowledge and understand the requirements of the role as contained within this position description.

<i>Signed:</i>	
<i>Name:</i>	
<i>Date:</i>	