



Position Description

Position Summary

Position Title:	Customer Service and Administration Officer
Position Status:	Permanent, part time (50 hours per fortnight)
Reports to:	Team Leader Customer Service
Location:	Administration Building Cnr Tamar and Cherry Streets, Ballina and Visitor Information Centre Cnr Norton and River Streets, Ballina
Applicable Grade:	Grade 7
Additional:	Requirement to work weekends Requirement to work additional hours as necessary

Position Objective

- To serve our community and visitors, and provide quality customer service across all functions of Council.
- To provide prompt and accurate information to internal and external customers.
- To maintain administrative duties and receipt and reconcile cash, cheque and card payments.

Organisational Relationships

Within Department:	Director Corporate and Community Team Leader Customer Service Customer Service and Administration Officers Customer Service Officers Communications staff	Manager Communications Team Leader Visitor Services Visitor Services Officer
Within Council:	General Manager	All Council employees
External to Council:	Members of the public Local businesses	Ratepayers

Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

Customer Service

- Provide a high level of customer service when dealing with general enquires and complaints from both internal and external customers.
- Promptly, courteously and efficiently respond to telephone enquiries for the section.
- Present a positive image of Council to the public that demonstrates Council's commitment to service delivery.
- Establish and maintain quality public relations through effective communications with staff and members of the public.
- Maintain products and services of visitor economy business so that information is current and appealing.

Administration

- Provide high level administration support for customer service operations, including but not limited to photocopying, scanning, preparation of documents, filing and arranging staff meeting requirements.
- Receive cash, cheques and card payments and provide receipts for goods and services in line with Council policies and procedures.
- Accurately maintain relevant databases and records for the Customer Service operations.
- Purchase stock for the customer services section in line with Council's policies and procedures.
- Assist ratepayers with all Council related forms.
- Ensure information is updated and maintained in Council's electronic document management system in accordance with Council's policies and procedures.
- Assist with development applications, animal registrations and change of addresses.
- Carry out any other duties as required and within your skills, competencies and training.

Visitor Information Centre (VIC) operation

- Provide accurate and clear information to visitors about the Ballina Shire, including accommodation, attractions, events, services, etc.
- Promote and process the sale of tourism products and gifts.
- Process cash and card transactions, and undertake reconciliations and accounts payable and receivable tasks.
- Maintain and develop relationships with the local community, local businesses, the greater tourism industry and government and professional networks.
- Undertake general administrative duties associated with VIC operations.
- Update the Content Management System with relevant and appealing destination content.
- Order supplies and merchandise.

Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Contribute to the marketing communications for consumer and industry groups.
- Develop material for website and handouts to promote the destination.
- Contribute to the development of Council policies and procedures that reflect the culture, values and objectives of the organisation.

Work Health and Safety

- Ensure that all work is carried out in accordance with Council's safe work procedures and work health and safety policies.

Teamwork

- Participate as a positive team member and contribute to the achievement of team goals and objectives.

Continual Improvement

- Contribute to process, systems and procedures improvements that deliver quality services and projects.

Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately. • Hazards in the work area are recognised and reported to the immediate supervisor. • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
<i>Provide service to customers</i>	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and human resources policies such as timekeeping, records management, WHS and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
<i>Work with others in Council</i>	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communicates with others in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
<i>Follow defined ethical guidelines from Council, including its Code of Conduct</i>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act. • Any potential conflicts of interest are reported immediately to the relevant Council officer. • Support is given to other staff who may wish to report any potential conflicts of interest.

Selection Criteria

The following essential and desirable criteria must be addressed as part of your application. Applications that do not address these criteria will not be considered.

Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Completion of TAFE (or equivalent) certificate in a relevant field and/or extensive experience in a similar role.
- Demonstrated highly developed customer service skills with experience in a face-to-face customer service role, and in cash handling and reconciliations.
- Demonstrated computer literacy with experience in the Microsoft Office suite of products.
- Proven excellent communication skills, both oral and written.
- Proven ability to work unsupervised, with solid time management and organisational skills.
- Class C driver licence.
- Willingness to undergo a Criminal History Check.
- Knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and ability to apply them in the workplace.

Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Demonstrated experience within a tourism related industry and/or a Visitor Information Centre.
- Proven sales experience, including retail and booking tourism products/services i.e. tours, accommodation, etc.
- Digital literacy and demonstrated experience with a content management system.
- Knowledge of the Ballina Shire and surrounding Northern Rivers region.
- Understanding of local government practices.
- Sound understanding of conflict resolution methods.



Information Package

Customer Service and Administration Officer

(permanent, part time – 50 hours per fortnight)

APPLICATIONS CLOSE: Friday, 24 January 2020

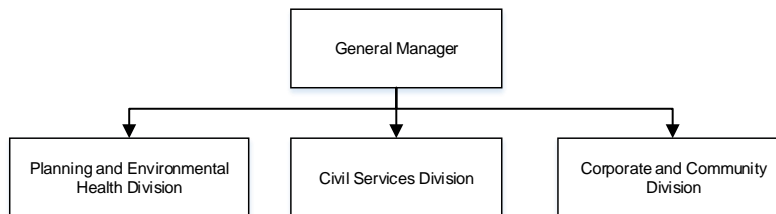
Position Overview

The position of Customer Service and Administration Officer is a frontline position responsible for providing a high level of customer service to the Shire's community and visitors. This position will predominantly work at Council's administration building, however will also provide support within Council's visitor information centre one Saturday per fortnight.

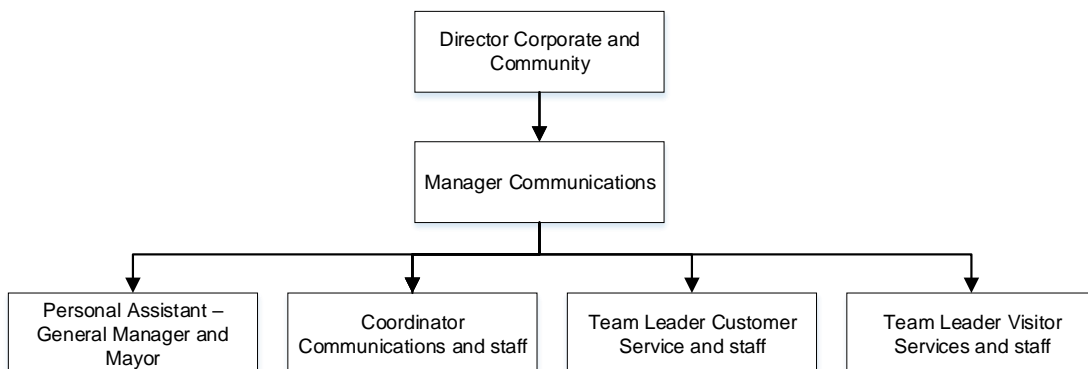
The successful applicant will work as part of Council's Communications section to support its strong focus on service delivery and the achievement of section goals and objectives.

Structure

Corporate Structure



Section Structure



Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

Vision: The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

Community Values: Creative | Accessible | Respect | Energetic | Safe

Pre-employment Assessments

Prior to being appointed to the position of Customer Service and Administration Officer, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-Employment Medical self assessment – the completion of Council's Pre-employment Medical Self Assessment form to assess overall health and well-being to determine suitability to the duties of the position. Council will then determine the requirement for a medical assessment undertaken by a general practitioner.
- Criminal History Check.

Hours of Work

Normal hours of work for this part time position are 50 hours per fortnight to be worked as follows:

BSC Administration Building – 21 hours per week spread across three days being Wednesday, Thursday and Friday.

Visitor Information Centre – eight hours per fortnight to be worked every second Saturday.

Remuneration Package

Conditions of employment will be in accordance with the terms and conditions pursuant to the Local Government (State) Award. The part time position of Customer Service and Administration Officer is assessed at Grade 7 providing an annual salary range of \$40,000 to \$45,900 inclusive of applicable penalty rates (plus superannuation) dependent upon progress through course requirements.

In addition, Council employees have access to a range of other benefits including educational assistance initiatives, a very attractive training support program and a subsidised non-compulsory uniform.

Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Customer Service and Administration Officer are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a Resume and Cover Letter with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

Submission of Application

Applications can be submitted on-line via the following link:

http://www.ballina.nsw.gov.au/cp_themes/default/jobs.asp

Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Customer Service and Administration Officer is as follows:

Closing date:	Friday, 24 January 2020
Interview date:	Week commencing 3 February 2020
Candidates notified of outcome:	Week commencing 17 February 2020

For further information on this recruitment process, please contact Council's People and Culture section on 02 6686 1443.