



POSITION DESCRIPTION

TEAM LEADER CUSTOMER SERVICE COONABARABRAN

Department:	Corporate Services
Reports to:	Manager Corporate Services
Location:	Coonabarabran
Grade:	9

COUNCIL OVERVIEW

Warrumbungle Shire is a local government area in the central western region of New South Wales. The Shire is traversed by the Newell Highway and the Golden Highway. Warrumbungle National Park, Coolah Tops and Siding Spring Observatory are major tourist attractions for the Shire. Indigenous history, traditions and culture are recognised as important aspects of Warrumbungle Shire, which was traditionally built on agricultural pursuits with the early establishment of wool growing and beef cattle production followed by cereal cropping and today a burgeoning vine growing and horticultural industry.

The Shire is also a meeting place for the nations of our traditional owners and custodians of the land. The northern part of the shire is home to the Gamilaraay people while the southern part of the shire is home to the Wiradjuri people. The nations of the Weilwan and Kawambarai (Werriri) come into the Shire on the western border.

COUNCIL VALUES

The guiding principles of honesty, integrity, fairness and compassion form the spirit of the team along with respect, transparency, passion, trust and opportunity is how Warrumbungle Shire Council strengthens its working environment to deliver on the aspirations of our community.

PRIMARY PURPOSE OF THE POSITION

To oversee staff in the Customer Service area of the Coonabarabran Council Administration Office, including the Coonabarabran Service NSW Agency, and report issues to the Manager Corporate Services. The Team Leader Customer Service Coonabarabran will also undertake a range of administrative duties and work with other members of the Corporate Services team to achieve department outcomes.

To be successful in this role the job holder will be achievement oriented with excellent interpersonal and customer service skills.

KEY ACCOUNTABILITIES

Within the area of responsibility, this role is required to:

- Provide leadership in the day to day running of the customer service area at the Coonabarabran Administration Office.
- Oversee day to day running of the Coonabarabran Service NSW Agency and undertake training in Service NSW.
- Support the Manager Corporate Services by checking staff timesheets and providing recommendations on leave requests before approval by the Manager.
- Provide secretarial support to the organisation for the preparation of correspondence, reports, agendas and minutes.
- Provide support to the Manager Corporate Services in preparation, collation and distribution of policies, management plans and other documentation including but not limited to Integrated Planning and Reporting, *Government Information (Public Access) Act 2009* (GIPA), and *Public Interest Disclosure Act 2013*.
- Prepare, submit and monitor insurance claims and provide regular status reports to the Manager Corporate Services.
- Provide data entry and other maintenance functions for various registers and databases.
- Carry out general clerical duties including keyboarding, filing, cashiering, photocopying, and collation functions.
- Provide customer-focused service for telephone, reception and general counter enquiries.
- Ensure adequate supplies of stationery, ordering as required for Corporate Services and other departments within Council.
- Input requisition and purchase orders for approval by the Manager Corporate Services.
- Attend meetings to record minutes when necessary.
- Act as Manager Corporate Services during the incumbent's absence, if required.

This is not an exhaustive list of duties, and the job holder may be required to undertake other duties that are within the limits of the employee's skill, competence and training.

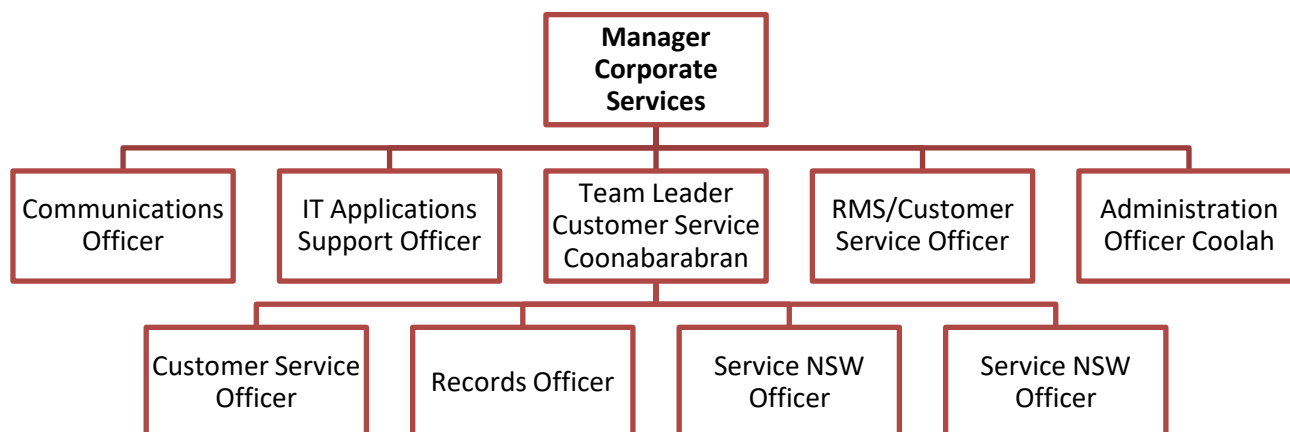
ESSENTIAL REQUIREMENTS

- 1 Commitment to Council's Mission, Values and Code of Conduct.
- 2 Understanding of work health and safety (WHS) in the workplace and commitment to a positive contribution to WHS in the workplace and compliance with Council and legislative requirements.
- 3 Certificate IV in Business Administration or equivalent relevant qualification and at least two years experience in an administrative role
- 4 Computer skills including demonstrated ability to use Microsoft Word to produce professional documents and reports to a high standard
- 5 Excellent communication skills, both verbal and written enabling effective interaction with a diverse range of people in a variety of situations and the ability to prepare original correspondence and reports where required.
- 6 Demonstrated negotiation and people management skills to gain cooperation for work production and outcomes
- 7 Demonstrated organisational and time management skills enabling effective management of a busy and changing workload.
- 8 Demonstrated customer service skills in telephone, reception and counter service, including a proven ability to deal effectively with difficult situations and customers.
- 9 Class 'C' drivers licence.

DESIRABLE REQUIREMENTS

- 1 Experience in maintaining and developing spreadsheets
- 2 Experience in computerised cashiering processes and procedures
- 3 Experience in leading a team including training and supporting new staff
- 4 Experience in dealing with insurance claims
- 5 Experience in filing and knowledge of records management





DEPARTMENT STRUCTURE




CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government, ie. “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at www.lgnsw.org.au/capability.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Adept
	Procurement and Contracts	Intermediate

Local Government Capability Framework

Capability Group	Capability Name	Level
 Workforce Leadership	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Resources Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements
Workforce Leadership Lead and Manage Change	Intermediate	<ul style="list-style-type: none"> • Promotes change initiatives and helps the team to understand the purpose and benefits • Provides guidance and support through change processes • Initiates improvements to work systems, processes and practices in consultation with team members • Ensures work procedures support changes • Identifies potential barriers to change and takes steps to address them

CONDITIONS OF WORK

Council employees work according to conditions provided under the Local Government (State) Award and Council's policies and systems, including but not restricted to:

- Council's Salary System
- Council's Code of Conduct
- Equal Employment Opportunity
- Drug and alcohol testing.

Work Health and Safety

Employees – All employees of Council have a legal obligation to comply with statutory requirements and Warrumbungle Shire Council's WHS Management system, policies, procedures, Safe Work Method Statements, practices and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

Responsibilities include:

- Being aware of Council's WHS Management system, policies and procedures.
- Performing all work and associated functions in a safe manner.

- Complying with all documented WHS policies, procedures, Safe Work Method Statements, work instructions and verbal instructions issued by the organisation or its officers.
- Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation.
- Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures.
- Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Warrumbungle Shire Council property generally.
- Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage.
- Attending any toolbox, team talks or specific training supplied by Council.
- Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- Working in a manner that will not endanger themselves, other employees or the public.
- Report any concerns for WHS to your Supervisor.

Employees will be held responsible for failing to comply with the Work Health and Safety responsibilities listed above.

Privacy and Confidentiality

Council employees are often privy to confidential and sensitive information. In addition, Council collects personal information from clients for purposes covered within the Privacy and Personal Information Protection Act 1998. This information cannot be used for any purpose other than that which is specifically authorised by the client at the time of collection. Nor can this information, or any impressions gained in the process of interaction with the client, be given either verbally or in any written or electronic form, to any other person other than those duly authorised by Council's Privacy Contact Officer.

It is a condition of employment not to discuss, or disclose by other means, information which may breach privacy legislation, Council's Privacy Management Plan, or bring harm to clients or customers of Council, or which may bring Council into disrepute. Breaches of this condition will be dealt with in accordance with the Disciplinary Procedures Clause of the of the Local Government (State) Award.

Hours of Work

Council's indoor staff work Monday – Friday from 8:15am to 4:30pm. A 10 minute break (paid) is provided for morning tea and three-quarters of an hour (unpaid) for lunch.

Council operates a 19-day / four (4) weeks with one (1) rostered day off per four (4) weeks.

Employees are entitled to four (4) weeks annual leave and 15 days sick leave per annum.

Under the Paid Parental Leave Act 2010, employees who have 12 Months continuous service with the employer will be eligible for paid parental leave.

Progression

Salary progression is based on a competency assessment document. Assessments are conducted after six (6) months employment and thereafter annually on 1 August or on request.

Superannuation

Council pays the amount required by the Superannuation Guarantee Scheme on behalf of every employee into their preferred superannuation provider. Superannuation is paid weekly to Local Government Super on all earnings. All other funds are paid quarterly, on earnings exceeding \$450 per month, as required by the Australian Taxation Office.

Training

Council provides leave for training and study purposes, based upon the employee's professional development and Council's long term needs as determined by its training plan.

Smoke-Free Workplace

Council's workplaces and vehicles are smoke-free zones. Children's Services based at Bandulla Street and Robertson Street campuses are smoke free to the property boundary, as are Council's swimming pools. Smokers must move a minimum of four (4) metres from doorways into buildings and dispose properly of waste.

Council Induction

Before commencing duties all workers must complete a Council induction.

Camera Surveillance and GPS tracking

Camera surveillance has been installed in and on Council-owned buildings and in some public spaces in the Council area. Signage is installed to indicate camera locations. GPS tracking has been, or may be, installed, in commuter use vehicles; plant and trucks; small plant; general fleet and leaseback vehicles. All vehicles and plant with GPS tracking installed have an identifying sticker attached. Camera surveillance and GPS tracking is continuous and ongoing.