



Position Description

Role:	Community Care Customer Services Officer
Department/Section:	Community Development/Community Care
Reports to:	Team Leader Community Care
Responsible for:	NIL

WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

MAIN PURPOSE

The Community Care Customer Services Officer is an integral part of our Community Care Team. They will be responsible for telephone and front desk duties, taking bookings and payments, office administration and centre support as well as supporting the production of regular e-newsletter and other promotional needs. There is scope for innovation and creativity in developing and improving procedures and systems.

There is no direct staff supervision responsibilities but high level interpersonal and communication skills are required which will enable the person to listen to and to communicate with both external and internal customers using a courteous, helpful and “can do” manner.

The position requires good numeracy and literacy skills, a methodical and accurate approach to work, a satisfactory level of proficiency in keyboard use as it applies to computer based bookings, payments and receipting and switchboard operation as well as word processing, internet and email usage. The holder of the position is also required to develop a good working knowledge of the structure and functions of the whole of Mosman Community Care and the wider Community Services Team.

KEY RESPONSIBILITIES

- Provide high level customer service at Mosman Square Seniors Centre Customer Service Desk, resolving of customer enquiries, program and event bookings, payments and other customer related duties
- Liaise with internal staff to resolve problems, obtain information and to action tasks
- Provide administrative support to the Team Leader Community Care and other Coordinators at the centre
- Provide support to other functions of the Council as directed by the Manager
- Ensure that all customers are welcomed and are dealt with expediently and in a positive and helpful manner.
- Take responsibility for each customer enquiry received and ensure that customers are given accurate and consistent information, and that there is effective follow through and progression of the enquiry to an appropriate point of resolution
- Be very familiar with all ins and outs of the Mosman Community Care team, provide information on appropriate My Aged Care and NDIS programs, recording information in the client management system and referring all new enquiries to the Intake and Memberships team
- Contribute to the positive image of Council by using effective public relations, maintaining a high standard of personal presentation and demonstrating personal integrity, honesty and respect for customers
- Ensure that the Activities and Venue Hire Coordinator is supported in day to day operations of the centre by maintaining a clean, tidy and functional space, regularly order supplies and stationary for the office and assist with set up and pack up of agreed activities as well as assisting with opening and closing of the centre duties when needed.
- Development of an e-newsletter, activity schedule, SMS broadcasting and scheduling, confirming appointments and assisting in other marketing and promotion of programs within the department
- Assist the Activities and Venue Hire Coordinator with enquiries and coordination of venue bookings
- Assistance with scheduling transport bookings using Council Client Management Software
- On occasion, assist other Coordinators with service delivery and operational needs. This may also include driving or assisting in the delivery of activities
- Rostering volunteers at the Concierge Desk and providing relevant training and information to assist the community and residents using the Mosman Square Seniors Centre
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy

OTHER DUTIES

Other duties may be allocated by the Supervisor or Manager. These will be in accordance with the employee's range of skills, competence, training and /or experience or be part of a training/development plan.

WORK HEALTH AND SAFETY RESPONSIBILITIES

As an employee of Mosman Council you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the *WHS Act*)
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

SKILLS AND COMPETENCIES - Selection Criteria

Essential:

- Demonstrated experience in delivering quality customer service in person, by telephone and email
- Experience/ability to undertake payment handling and end of day reconciliation procedures
- Have an ability through being multi-skilled to provide a level of professional and technical advice in relation to Local Government, Aged Care, Disability and other community advice (training will be given) a level of professional and technical advice in relation to Local Government, Aged Care, Disability and other community advice (training will be given)
- Knowledge of and experience in undertaking office administrative duties
- Conflict resolution, negotiation and problem solving skills, with the ability to deal with difficult customers
- Excellent communication and interpersonal skills, including advanced listening skills
- Effective organisational skills with the ability to meet deadlines
- Demonstrated experience in working flexibly and cooperatively as part of a team
- Ability to build and maintain relationships with customers
- Excellent computer proficiency with Windows applications together with keyboard and word processing skills with high levels of accuracy. Especially working with Point Of Sale and Client Management Systems.
- Satisfactory achievement of a National Criminal Record Check undertaken through Council

Desirable:

- Previous experience in working in local government
- Demonstrated commitment to continuous improvement strategies
- Drivers Licence and willingness to drive and assist service delivery if required
- First Aid Certificate or willingness to obtain one

Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2020*.

Hours:	140 hours over a 4 week period across a 7 day spread of hours
Status:	Full-time
Experience:	Demonstrated experience in customer service and knowledge of and experience in undertaking office administrative duties
Commencing Salary / Range:	Group D Council Salary System plus Superannuation Band 2, Level 1
Position Approved By:	Director Community Development
Approved Date:	February 2021

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed).....

Employee's Signature Date.....