

POSITION DESCRIPTION

| | |
|---------------------------|---|
| Position Title | Administration Assistant / Customer Service |
| Department/Section | Sports Fields |
| Reporting to | Sports Field Coordinator |
| Location | Hudson Park Driving Range, Strathfield |
| Grade | Grade 6 |

Organisational Environment and Council Values

Refer to the [Working at Strathfield Council](#) page on our website.

Organisational Structure

Department

The People, Places and Civic Services section is responsible for the provision of services relating to:

- Library and Information Knowledge Management
- Parks and Gardens, Open Space Management and Recreation Planning
- Community Engagement, Activities and Events
- Tree Management
- Capital Work, Building Maintenance and Facility Assets

Section

The Sports Field Section is responsible for:

- Maintenance and enhance Council's Sports field areas.
- Maintenance of Council's outdoor assets.
- Promoting Sustainability within the workplace and community.
- Representing Council in a professional and courteous manner

Position

Provide high quality customer services, both face to face and on the telephone, on a daily basis to meet customer needs and act as the initial point of contact in welcoming customers, responding to enquiries and taking payments relating to the provisioning of services at Council's Driving Range.

To help promote the image of Council as effective, caring, courteous and professional.

Note:

This Position Description and all associated information is not to be considered as a comprehensive, complete and / or exhaustive 'list' of responsibilities, duties, criteria or outcomes. It is indicative only.

The position is part of a team and as such the incumbent is required to know and learn the roles of others in the team, help other team members and assist in any role as and when required in accordance with the Local Government (State) Award.

The position incumbent should be aware that their role and position is dynamic. Continuing development, change and enhancement of processes, practices, knowledge, skills and behaviours is highlighted and expected by Strathfield Council. People and jobs change and develop over time and this position description is intended to facilitate this (as a living document), where the incumbents active involvement in this endeavour is required.

All duties, tasks and responsibilities etc. must be done to the best of the incumbents' abilities in a timely, effective and efficient manner and to the satisfaction of the General Manager.

Major role of the position

The major role for the position of Administration Assistant / Customer Service is to:

- Provide high quality customer service to clients in a busy environment;
- Show initiative, be solution-focused and work independently without close supervision;
- Assist in the day to day operations of the business.
- Work flexibly in responding to the needs of a diverse range of customers;
- Contribute to the positive image of Council through the effective use of public relations, and conflict resolution skills and flexibility of interpersonal and communication styles;
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any work activity.

Key Accountabilities

- Comply with the **Code of Conduct** at all times,
- Provide high quality, professional customer service on a daily basis to meet the needs of a diverse range of customers through direct customer interactions over the counter and on the telephone;
- Contribute to the provision of a clean, safe, welcoming and positive environment for customers;
- Ensure that all customers are welcomed and are dealt expediently with in a positive and helpful manner which is fair, does not escalate anger/aggression and resolves conflict situations effectively;
- Work effectively and independently to solve customer problems;

- Contribute to the positive image of Council by using effective public relations, and maintaining a high standard of personal presentation and demonstrating personal integrity, honesty and respect for customers at all times;
- Work cooperatively and flexibly as to provide adequate coverage and organisation of services at all appropriate times and particularly during peak periods of demand;
- Respond without bias or discrimination to the special needs of customers from diverse backgrounds in accordance with EEO legislation;
- Receipt and balance monies on a daily basis on behalf of Council's Business Units and in accordance with Council's administrative requirements and follow-up under-payments;
- Any other related general Customer Service Officer duties required to be completed at the Driving Range.

Criteria

Essential

- Demonstrated experience in a customer service environment, both face to face and telephone, providing quality customer service;
- Effective oral and interpersonal communication skills;
- Demonstrate skills in conflict resolution and dealing with difficult customers;
- Ability to work co-operatively as part of a team and independently without close supervision;
- Ability to collect, receipt and balance monies on a daily basis;
- Demonstrate a commitment to Equal Employment Opportunity, Occupational Health and Safety and Cultural Diversity principles.

Work Health and Safety (WHS) responsibilities

All workers must take reasonable care for their own health and safety and comply and cooperate with reasonable instructions, policies and procedures regarding the safety and health of other persons and workplaces.

Managers and supervisors have a positive duty to exercise due diligence to ensure that Council complies with its safety operations. The employee who occupies these jobs must acquire and keep up-to-date knowledge of Council's work, health and safety systems which include plans, policies and procedures. Managers and supervisors must have an understanding of work health and safety matters within their scope of operations and ensure that processes for compliance are implemented.

All Council workers are expected to:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as affect the health and safety of yourself or others
- Participate in development of safe work procedures and risk assessments with your Supervisor when required
- Actively participate in WHS inductions and training when required

- Wear and use Personal Protective Equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Use and maintain plant or equipment of any kind, including computer and other telecommunication devices in accordance with instructions and procedures
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage as per the SMC reporting procedure
- Participate in accident and incident investigations as required

Certificates of Competency / Licences

Where required for the position, either by legislation, conditions of employment or through SMC policies and procedures, maintain current certificates, licences, operative training etc, and advise of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses that occur at work immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Approval of Position Description

- This position description has been reviewed and accurately describes the job.
- Job qualifications and accountabilities are relevant to the position.

| | |
|------------------|-------------|
| Employee: _____ | |
| Signature: _____ | Date: _____ |
| Manager: _____ | |
| Signature: _____ | Date: _____ |

Position Description reviewed: March 2021