



Position Description

Position Summary

Position Title:	Trainee Customer Service Officer
Position Status:	Traineeship arrangement
Reports to:	Team Leader Customer Service
Location:	Administration Building Cnr Tamar and Cherry Streets, Ballina
Applicable Grade:	Grade 4
Remuneration Package:	Superannuation
Additional:	Hours to be worked in accordance with customer service / organisational requirements

Position Objective

- To provide a high level assistance in serving our community and providing quality customer service across all functions of Council.
- To provide prompt and accurate information to internal and external customers.
- To provide high level assistance in receipting and reconciling cash, cheque and card payments.

Organisational Relationships

Within Department:	General Manager Team Leader Customer Service	Manager Communications Customer Service Officers Communications section staff
Within Council:	General Manager	All Council employees
External to Council:	Members of the public Ratepayers	Local businesses

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.

Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Contribute to the development of Council policies and procedures that reflect the culture, values and objectives of the organisation.

Administration

- Provide high level assistance in the provision of administration support for customer services operations, including but not limited to photocopying, scanning, preparation of documents, filing and arranging staff meeting requirements.
- Receive cash, cheque and card payments and provide receipts for goods and services in line with Council policies and procedures.
- Assist in 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 applications for pensioner rebates for rates and water.
- Assist with Development Applications, animal registrations and changes of address.
- Ensure information is updated and maintained in Council's electronic document management system in accordance with Council's policies and procedures.

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.
- Enrolled in, or willingness to complete, a TAFE Certificate Business Administration or relevant field and a demonstrated interest in working in a frontline customer service role.
- Demonstrated commitment to providing high level professional face-to-face customer service.
- Previous experience in cash handling and a willingness to complete a criminal history check.
- Demonstrated computer literacy with experience in the Microsoft Office suite of products.
- Demonstrated good communication skills, both oral and written.
- Proven ability to work independently and as part of a team.
- 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:

- Previous experience in a face-to-face customer service position.
- Previous experience in administration duties.
- Knowledge of the Ballina shire area.
- Understanding of conflict resolution methods.



Information Package

Trainee Customer Service Officer

APPLICATIONS CLOSE: Friday, 9 March 2018

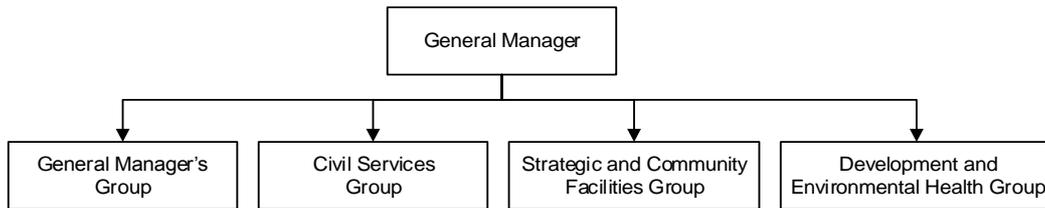
Position Overview

This is a fantastic opportunity to start a career in the customer service industry while completing a qualification and receiving training from an experienced team.

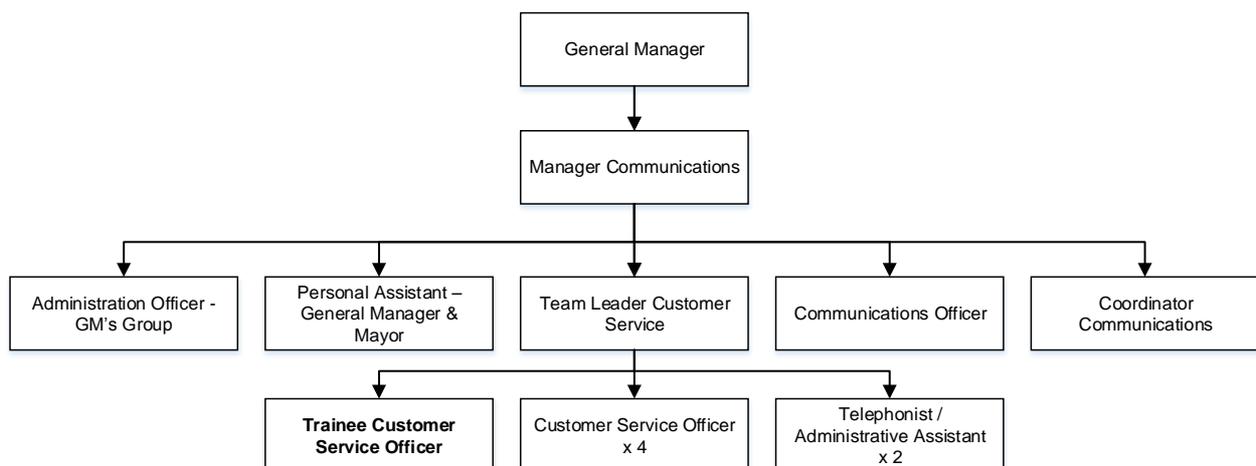
The successful applicant will gain valuable customer service, communication and administration skills through working in a frontline position to serve our community and provide quality customer service across all functions of Council.

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 Trainee Customer Service 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.

Remuneration Package

Conditions of employment will be in accordance with the terms and conditions pursuant to the Local Government (State) Award. The position of Trainee Customer Service Officer is assessed at Grade 4 providing a salary range of \$46,500 to \$53,300 (plus superannuation) dependent upon progress through course requirements. In addition to this base salary, Council will pay all costs associated with the completion of your qualifications required for this position.

In addition, Council employees have access to a range of other benefits including educational assistance initiatives, a 19 day month working arrangement, 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 Trainee Customer Service 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 Trainee Customer Service Officer is as follows:

Closing date:	Friday, 9 March 2018
Interview date:	Week commencing 26 March 2018
Candidates notified of outcome:	Week commencing 2 April 2018

For further information on this recruitment process, please refer to the Information for Job Applicants sheet or contact Council's Human Resources section on 02 6686 1443.