

# Position Description

<b>Position Title:</b>	<b>COMMUNITY &amp; CUSTOMER SERVICE SUPPORT OFFICER (CASUAL)</b>
<b>Department:</b>	<b>CUSTOMER RELATIONS, COMMUNICATIONS AND LIFESTYLE</b>
<b>Division:</b>	<b>CORPORATE AND COMMUNITY SERVICES</b>
<b>Award Band and Level:</b>	<b>BAND 1 LEVEL 2</b>
<b>Salary Grade Range:</b>	<b>GRADE 1</b>
<b>Last Review Date:</b>	<b>MAY 2018</b>

## **POSITION REPORTS TO:**

Tourism & Cultural Precinct Supervisor, or  
Shire Librarian, or  
Manager Communications and Cultural Services

## **POSITIONS REPORTING TO THIS ONE:**

Nil

## **INTERNAL LIAISON:**

- Managers
- Staff

## **EXTERNAL LIAISON:**

- Visiting Public;
- Facility users and customers;
- Gunnedah Community;
- Business partners;
- Tourism operators and event coordinators; and
- Suppliers.

## **DEPARTMENT OBJECTIVES:**

To provide effective and efficient service in the following areas:

- Customer Service;
- Communications;
- Community Engagement;
- Staff Engagement;
- Tourism and Promotions;
- Event Management;
- Cultural Development;
- Venue Management; and
- Library Services.

## **POSITION OBJECTIVES:**

The role of the Community & Customer Service Support Officer (Casual) is to:

- Assist the relevant section Manager by taking a cooperative and proactive approach in the operation of either the Cultural Precinct, the Gunnedah Visitor Information Centre, Library or Main Office Reception sections.
- Deliver appropriate section information and venue services.
- Provide support to the relevant section Manager in the facilitation, coordination and implementation of the section's strategies, initiatives, partnerships and promotions that will be of benefit to the Gunnedah Shire and its community.

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**KEY RESPONSIBILITIES:**

1. Provide quality customer service to visitors, venue users, customers and community members to ensure their experience of Gunnedah and Gunnedah Shire Council is positive and rewarding;
2. Assist with the implementation of Council's Customer Relations, Communications and Lifestyle Department's strategies and initiatives;
3. Respond to enquiries by phone, written correspondence and email;
4. Provide administrative support to the relevant section Manager as required;
5. Proactively seek opportunities to promote the Gunnedah Shire and strengthen links with stakeholders, operators and identified markets;
6. Prepare venue facilities and rooms for the purpose of public and private meetings, functions and events;
7. Maintain the presentation of the facility to the highest of standards, undertaking basic facility maintenance duties and functions;
8. Monitor, prepare and operate section equipment for the purpose of delivering experiences and services to customers;
9. Monitor and advise venue stock levels for the purpose of sale and service to the public;
10. Identify opportunities for improvement in customer service, facilities, equipment, experiences and products to assist with boosting attendance and patronage at the appropriate venues;
11. Undertake any other duties as directed by the section Manager that are reasonably within the limits of the employee's skills, competence and training.

**TASKS:**

**Customer Service:**

1. Provide quality customer service to visitors and the local community in line with Council's adopted Customer Service Charter;
2. Provide accurate, timely and relevant information to customers relative to the Gunnedah Shire, and the wider region;
3. Perform cash handling duties, and
4. Ensure appropriate quality assurance processes and reviews are put in place and maintained for all services that the department is required to deliver.

**Venue Operation:**

1. Liaise with venue customers and provide accurate information on services and facilities available;
2. Prepare required banking reports and reconciliations;
3. Assist with setting up and pull down for events, functions and meetings in line with customer and section requirements and needs;
4. Assist with cleaning, set-up of equipment and other activities in preparing venues for future functions or activities;
5. Safely operate equipment and machinery (i.e. Projector, Elevated Platform Equipment etc) to satisfy event requirements;
6. Provide advice re the ordering of stock and supplies.

**Corporate:**

1. Assist with the provision of administration support and customer service functions to the Customer Relations, Communications and Lifestyle Team;
2. Assist with the preparation of quality written reports on projects and activities;
3. Maintain required section reports and report to the appropriate Manager fortnightly.
4. Undertake necessary personal professional development in line with the present and future needs of the position;
5. Maintain standards and ensure compliance with WHS and risk Management systems, and
6. Ensure all Equal Employment Opportunity obligations are met and workplace is kept free of all forms of harassment.

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**Records Management:**

- Promote and support the operation and development of Councils' electronic records management system (Dataworks).
- Ensure correct registration of all corporate records into Dataworks.

**Work Health and Safety:**

- Comply with Council's code of conduct, WHS management system and all relevant policies and procedures.
- Continue to implement, monitor and review risk management programs and procedures relevant to Information Services.

**Regulation:**

- Maintain an understanding of current legal obligations and responsibilities relating to the department.

**DELEGATIONS:**

As provided under separate delegation instrument for the incumbent.

**CORE COMPETENCIES & ACCOUNTABILITY:**

All Council employees are required to achieve and maintain an acceptable level of competence in the following areas. Assessment will be ongoing with a formal review to occur annually.

In carrying out their duties employees must at all times:

No.	Competency	Yes	No	Comment
1	Demonstrate an appropriate knowledge of Council's purpose, structure, values and services with particular emphasis on one's own area of employment.			
2	Display a customer focused attitude when dealing with both internal and external customers.			
3	Communicate in a clear and concise manner when dealing with customers and fellow employees.			
4	Deliver a high quality service and seek ways to improve work processes			
5	Co-operate with other employees, actively seeking to share the workload and assist in enhancing team morale.			
6	Demonstrate a commitment to the Council as the employer and maintain a high level of integrity and confidentiality.			
7	Show respect to other employees and actively discourage all forms of discrimination and harassment.			
8	Demonstrate an understanding of Council's Occupational Health and Safety policies and procedures and conform to all WHS requirements of the job.			
9	Actively take part in all relevant programmed training activities and seek to improve performance by gaining new skills and knowledge.			

<b>Assessed Core Competency Level</b>	<b>E</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Date</b>
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**POSITION SPECIFIC COMPETENCIES & ACCOUNTABILITY:**

The incumbent will be required to have the following competencies and accountability relevant to the position:

1. **Authority and accountability:** Responsible for completion of basic tasks with individual guidance or in a team.
2. **Judgement and problem solving:** Applies standard procedures with normally few if any options in the application of skills.
3. **Specialist knowledge and skills:** Job specific skills and knowledge would normally be gained through on -the-job training and experience. Short courses may be completed at TAFE.
4. **Management skills:** Not required.
5. **Interpersonal skills:** Frequent communication with other staff and/or the public common but normally at a routine level.
6. **Qualifications and experience:** Incumbents may have attended short courses in specific work areas or be undertaking a technical college certificate as completion of structured training program in work-related area.

**PHYSICAL REQUIREMENTS OF THE JOB:**

The following table represents the physical environment in which jobholders will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

<b><u>WORKING CONDITIONS / PHYSICAL REQUIREMENTS</u></b>					
Manual tasks Hw	1	Work Indoors	3	Client home visits	1
Manual tasks Lt	3	Work Outdoors	1	Exposure to aggression, violence	2
Repetitive lifting	1	High temperatures	1	Exposure to alcohol/drug abuse	2
Trunk twisting	1	Low temperatures		Working alone	1
Extended standing	1	Operate machinery	1	Working in remote/isolated areas	1
Extended kneeling		Sun protection	1	Provision of outreach services	2
Extended reaching	2	Safety boots/shoes	1	Emotional/traumatic stress	1
Elevating arms above shoulder	2	Respirator			
Climbing into and from excavations		Ear protection			
Crawling		Eye protection	1		
Shovelling / digging		Safety helmet			
Frequent bending	2	Work at heights	1		
Extended sitting	2	Confined spaces			
Extended walking		Extended vibration			
Loud noise exposure	1	Extended driving	1		
Work on uneven ground		Extended computer use	2		
Colour vision	1	Exposure to chemicals	1		
Depth perception	1	Exposure to Hepatitis			
Balance	1	Fine manipulation			

**The Rating system used is:**

- 0 = No exposure / requirement
- 1 = Low exposure / requirement
- 2 = Medium exposure / requirement
- 3 = High exposure / requirement

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**RECRUITMENT SELECTION CRITERIA:**

**Essential**

1. Relevant qualification or experience in office administration and event management support
2. Experience in customer service;
3. Demonstrate effective verbal and written communication skills
4. Ability to work independently or in a team environment;
5. Portray a professional and confident image;
6. Display a strong sense of motivation and initiative;
7. Computer literacy – ability to use Microsoft products;
8. Availability to work after hours, weekends and public holidays;
9. Good general knowledge of local area;
10. Cash handling and reconciliation skills;
11. Ability to complete tasks on time and to a high standard;
12. Working with Children check
13. Understanding of and ability to conform with WH&S, Risk Management and Equal Employment Opportunity requirements, and
14. Hold a NSW Driver's License.

**Desirable**

1. Familiarity with pop culture, film and tourism industry
2. Understanding of a Library environment
3. Current First Aid certificate
4. Current RSA certificate
5. Current Safe Food Handling certificate
6. Previous experience in operating digital Audio/Visual equipment.

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**NOTE THAT SIGNING THE PD INDICATES AN AGREEMENT AND ACCEPTANCE OF THE CONTENT AS AT THE DATE OF SIGNING.**

**POSITION INCUMBENTS NAME** \_\_\_\_\_ **SIGNATURE** \_\_\_\_\_

\_\_\_\_\_ **DATE**

**SUPERVISORS NAME** \_\_\_\_\_ **SIGNATURE** \_\_\_\_\_

\_\_\_\_\_ **DATE**

**MANAGERS NAME** \_\_\_\_\_ **SIGNATURE** \_\_\_\_\_

\_\_\_\_\_ **DATE**

<b>HR ACTION</b>