

Position Description

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| Position Title | Customer Service Officer | | |
| Department | Corporate Services | Position Number | C&S09 |
| Grade | Grade 3 | Location | Council Administration Office - Coonamble |
| Status | Permanent Full Time | Hours | 35hrs week / 70hrs per fortnight |
| Reports To | Coordinator Customer Administration | Industrial Instrument | Local Government (State) Award 2023 |
| Date Revised | 12/05/2025 | Version Number | 1 |
| Direct Responsibilities | Customer Service, Administration, Reception | | |

Council's Vision

Coonamble Shire is a connected, respectful, and diverse community, working together in a healthy natural environment that supports our vibrant local economy.

Council's Mission

Through its undertakings, maintain and improve the services to ratepayers by the efficient and effective management of assets and the environment in response to community needs.

Position Summary

This position ensures the provision of customer service and administrative support, through friendly, efficient and effective 'first point of contact' to all customers and the provision of administrative support to all Council departments, including providing timely feedback to customers, ensuring that the "loop is closed" and that excellence in customer service is achieved.

Position Benefits

- 9-day fortnight.
- Four (4) weeks annual leave per year.
- Superannuation paid by Council in accordance with legislative and scheme requirements.
- Uniform Allowance as per current policy.
- Employee Assistance Program (EAP).
- Council provided hi-vis and safety work wear and Personal Protective Equipment (PPE).
- Reasonable access to education and training, consistent with the individual's Employee Training Plan and Council's Annual Training Plan, Professional Development Policy and Budget.

Position Description

Key Responsibilities

Customer Service

- Continually strive to maintain high levels of customer service both internally and externally through all forms of communication.
- Demonstrate professional customer service and conflict resolution skills, including the use of effective listening and questioning techniques to identify and respond to customer enquiries at first point of contact.
- Ensuring timely feedback to customers, ensuring that the “loop is closed” and that excellence in customer service is achieved.
- Records information about enquiries and complaints and forwards such information to relevant staff, using prescribed formats such as Council’s Customer Request System.
- Provision of accurate information and assistance to ratepayers, external and internal customers, by handling telephone, counter and electronic enquiries.
- Perform administrative duties for internal customers.
- Maintains records of bookings for rooms, facilities, other services and charges appropriate fees according to Council’s Fees and Charges, as required.
- Issuing receipts, handling monies and petty cash ensuring payments are receipted, allocated correctly and tills balanced and reconciled daily. Petty cash is reconciled monthly.
- Reconciliation and balancing of transactions, including bank reconciliation.
- Maintenance of registers, databases and other relevant documents.
- Day to day receipt, register and distribution of incoming mail and the postage of outwards mail, including the reconciliation of postage.
- Stationary and other consumables are ordered as required and standard items are adequately stocked.
- Maintain office and meeting room appearance and ensure sufficient stocks of supplies and information materials.

Records and Finance

- Completion of accurate timesheets with job numbers, daily checklists, reconciliations and other work related documentation.
- Ensure compliance with Council’s record management systems.
- Ensure that all critical processes and procedures are documented, including standard operating manuals.
- Seeks approval from Supervisor for expenses / claims, as required by Council’s policies and guidelines.
- Ensuring that accounting transactions and records are in accordance with Council’s Policies and procedures.

IP&R and Strategic Planning

- Contribution towards the goals outlined in Council’s Delivery and Operational Plan and any other appropriate planning / reporting frameworks that are applicable to the scope of the position.

WHS and Environment

- Completing and adhering to workplace procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of Workplace Health and Safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and hazards in the workplace.
- Participate in environmental incident investigation and nominated corrective measures including the observation and reporting of any new environmental aspects and impacts.

Position Description

General

- Provide excellent customer service to both internal and external customers.
- Promote the image of Council in a positive manner and actively promote good public relations.
- Behaviour complies with the Council's Code of Conduct, EEO and Anti-discrimination principles.
- Any other duties consistent with the responsibilities of the position as directed.

Key Internal Relationships

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| Corporate Services Department | Work collaboratively within the team to ensure service continuity and contribution towards efficient operations to support Councils plans, strategies and priorities. |
| Council Departments | Collaborate with all Council Departments to ensure service continuity and a high standard of customer service. |
| Direct Reports | Nil |

Key External Relationships

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| External Stakeholders and Committees | Represent Council and provide a high standard of excellence and professionalism to all stakeholders. |
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Delegations

- Nil

Position Description

Essential Requirements

Technical Requirements

- Sound computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Demonstrated experience in a similar role (2+ years).
- Knowledge of Customer Service/Administration with the ability to learn and develop knowledge on the job.
- Certificate II in Business Administration or other relevant qualification.
- Australian resident or equivalent or holding a Visa allowing employment in Australia.
- Demonstrated understanding of and commitment to the principles and legislative requirements of Work Health and Safety (WH&S).

Desirable Requirements

- Class P, P2 or C Drivers Licence (unrestricted).
- Certificate III in Business Administration or other relevant qualification.
- Completion of relevant training courses and certificates.
- Local Government experience.

Selection Criteria

- Sound computer literacy and ability to use MS Word, Excel and Outlook and relevant professional/technical software.
- Demonstrated experience in a similar role (2+ years).
- Knowledge of Customer Service/Administration with the ability to learn and develop knowledge on the job.
- Certificate II in Business Administration or other relevant qualification.
- Takes the initiative to progress own and team tasks, and consistently delivers high quality work with minimal supervision.
- Makes the most of opportunities to learn and apply new skills and adapts quickly to changed priorities and work environment.
- Commitment to safety and consistently act in line with legislation and policy.
- Ability to communicate clearly and effectively, work independently with minimal supervision, and contribute positively within a team environment.

I acknowledge and understand the requirements of the role as contained within this position description.

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| Signed: | |
| Name: | |
| Date: | |