



Position Description – Customer Support Administration Officer

Division	Engaged Community
Portfolio	Community Health & Safety
Business Unit	Community Safety
Level	3
Reports To	Team Leader Customer Support
Prescribed Position	Yes

Position Objective

To provide administrative support for the Community Safety team.

To contribute to the development and operations of a cohesive, efficient, effective and customer focussed team.

Key Responsibilities

- Respond positively to all requests for customer service including telephone calls and face to face enquiries.
- Undertake accurate data entry of all expiations and dog registrations in accordance with established procedures.
- Administer the expiation review process and dog registrations.
- Undertake first level review of expiation notices in accordance with standard work practices.
- Administer various processes such as abandoned vehicles, overgrown foliage, local nuisance and permits.
- Accurately record all requests for service in the Customer Request Management (CRM) system and electronic records system.
- Update and maintain knowledge of all information and resources required by the Community Safety team.
- Contribute and assist with the review and development of work practices.
- Assist in identifying opportunities for improvement.

- Provide excellent customer service by providing accurate and timely information to internal and external customers.
- Treat all customers, both internal and external, with courtesy, empathy, understanding and consistency.
- Actively participate in benchmarking program.
- Collate various statistics within agreed timeframes.
- Assist with Council reports as directed.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Promote and maintain a child safe environment and take action as per Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Ability to work well in a team environment whilst positively and constructively contributing to team culture.
- Ability to work in a fast-paced environment and efficiently under pressure.
- Excellent time management skills.
- Sound numeracy and literacy skills.
- Ability to handle and resolve conflict.
- Excellent telephone manner.
- Efficient and highly organised office work practices.
- High level of organisational skills.
- Ability to diagnose problems and develop and implement new initiatives and solutions.
- Ability to prioritise workload individually and within the team to ensure timely outputs.
- Exercise confidentiality and discretion where appropriate.
- Intermediate computing skills including knowledge of the Windows Explorer, Internet Explorer and the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management systems and intranet.

- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Apply legislative knowledge to the expiation process.
- Sound knowledge of desktop applications including Microsoft Word and Excel.

Experience

- A comprehensive knowledge of Technology One's Property and Rating system, Content Manager and Salesforce is desirable.
- Working knowledge of various Acts and Regulations such as Dog and Cat Management Act, Local Government Act, Parking Regulations including the Australian Road Rules and Local Nuisance and Litter Control Act.
- Experience utilising the South Australian Dogs and Cats Online (DACO) system desirable.
- Sound knowledge of Council's Corporate Standards.

Qualifications & Requirements

A tertiary qualification in Business/Administration or related field and/or commensurate demonstrated experience in lieu of formal qualifications.

Desirable

Nationally Coordinated Criminal History Check (Police Check).

Essential