



Position Description

Position No:	R2771
Position Title:	Customer Support Officer Trainee – Identified
Incumbent:	Vacant
Branch:	Organisational Performance
Department:	Corporate Performance
Special Measures:	The filling of this vacancy is intended to constitute a special measure under section 12 of the Equal Opportunity Act 2010. This vacancy is only available to Aboriginal and/or Torres Strait Islander people.

Employment Conditions

Salary and Entitlements

Refer to SMGT

Payment of Wages

Refer to SMGT

Hours of Work

152 hours within a four week work cycle with one rostered day off per twenty days.

Superannuation

In accordance with Superannuation Industries Supervision Act.

Child Safe Organisation

Council is a child safe organisation and as such, applicants may be required to hold a Working with Children Check. Applicants may also be required to undergo a National Criminal History check.

Equal Employment Opportunities (EEO)

Council's policy is to ensure the absence of discrimination in employment.

WorkCover Arrangements

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position. This disclosure must be made prior to employment and the employee must then undertake a medical examination with a Registered Medical Doctor, failure to do this may remove the appointee's entitlement to any future WorkCover compensation.

Organisation Structure and Principles:

Mildura Rural City Council's organisational structure has four functional departments: Corporate Performance, Infrastructure and Assets, Healthy Communities and Strategy and Growth led by General Managers.

All employees have a responsibility to act in accordance with the Code of Conduct and are expected to follow Council Values and Principles of Business Excellence (Appendix 1) in how they go about their duties at Mildura Rural City Council.

1. Organisational Relationships:

- 1.1 Supervisor
 - Customer Support Team Leader
- 1.2 Direct Reports
 - Nil
- 1.3 Internal
 - All Staff
- 1.4 External
 - Residents
 - Ratepayers
 - Visitors
 - Businesses
 - Organisations

2. Position Objectives:

The officer will be responsible for:

- 2.1 Assisting in the effective operation of the Madden and Deakin Avenue Service Centres providing assistance and first time resolutions to both internal and external customers of Council, in a "one stop shop" environment.

3. Key Responsibilities and Duties:

Reception /Cashiering

- 3.1 Assist in providing first time resolutions for customers wherever possible.
- 3.2 Assist in delivering positive and professional customer experiences across face to face, telephone and digital service channels.
- 3.3 Support customers to access Council services, programs and information.
- 3.4 Receive customers and visitors to Council in a prompt and courteous manner.
- 3.5 Receipt and reconcile all payments to the Council, including balancing, preparing banking and running appropriate reports.
- 3.6 Assist in the operation of the corporate call centre.
- 3.7 Lodging electronic customer requests for service.
- 3.8 Provide basic administration support to the Customer Support Team Leader.

- 3.9 Assist with the updating of relevant documented processes.
- 3.10 Undertake various administrative tasks and duties as requested.
- 3.11 Contribute positively to team goals, training and knowledge sharing.

4. Accountability and Extent Of Authority:

- 4.1 Presenting a professional, neat, efficient, and cooperative image to members of the public and staff including the wearing of corporate uniform and name badge whilst at work.
- 4.2 This position operates within policy guidelines and under the supervision of the Customer Support Team Leader.
- 4.3 The position requires that full confidentiality is kept regarding all documentation viewed.
- 4.4 The position is accountable for maintaining a strong customer focus.

5. Judgement and Decision Making:

- 5.1 The position objectives are well defined by clear processes and procedures.
- 5.2 Guidance and advice is available from the Customer Support Team Leader and other members of the Customer Support team.

6. Specialist Skills and Knowledge:

- 6.1 Basic interpersonal skills including written and verbal communication skills and ability to listen and comprehend.
- 6.2 Basic information technology skills in particular the Microsoft office suite of programs.
- 6.3 Capacity to understand Council policy, structure and objectives particularly those relating to customer service.
- 6.4 The ability to understand and maintain confidentiality is required.

7. Management Skills:

- 7.1 This position requires basic time management skills.
- 7.2 This position is required to respond to basic customer enquiries in a timely manner with advice and guidance always available from the other members of the Customer Support team.

8. Interpersonal Skills:

- 8.1 This position requires basic communication skills to enable clear information transfer.
- 8.2 This position will be required to participate in work related activities as a team member.
- 8.3 This position requires ability to assist in the preparation of accurate and timely routine correspondence and documents with advice and guidance always available from the Customer Support Team Leader and other members of the Customer Support Team.
- 8.4 Ability to liaise effectively with the public, staff and external providers.

- 8.5 Demonstrated courteous disposition, helpful and friendly demeanor.

9. Qualifications and Experience:

- 9.1 Basic verbal and written communication skills.
- 9.2 Basic knowledge of information technology, word processing and spreadsheets.
- 9.3 A basic understanding of the service provided by Council.
- 9.4 Able to manage time to achieve specific and set objectives.

10. Occupational Health & Safety Responsibilities:

Employees will:

- 10.1 Take reasonable care of their health and safety
- 10.2 Take reasonable care of the health and safety of persons who may be affected by their acts or omissions in the workplace
- 10.3 Cooperate with their employer with respect to any action taken to comply with the requirement imposed by or under the Act or Regulations
- 10.4 Work in a safe manner and adhere to all safe working procedures and practices
- 10.5 Encourage others to work in a safe manner
- 10.6 Participate in a consultation process ensuring discussion, sharing and recording of relevant OH&S information
- 10.7 Report all workplace injuries or incidents to your supervisor and complete the incident/injury report form at the time of the incident
- 10.8 Report or rectify any unsafe acts or conditions that come to their attention
- 10.9 Be responsible for the correct use and maintenance of appropriate safety clothing and personal protective equipment as required
- 10.10 Maintain security of site, plant and equipment
- 10.11 Participate in OH&S training and activities in a positive manner

11. Selection Criteria:

Essential core competencies required:

- 11.1 This is an Aboriginal and Torres Strait Islander identified position. Applicants will be required to submit a Certificate of Aboriginality
- 11.2 Basic written and verbal communication skills
- 11.3 Basic organisational skills and time management skills
- 11.4 Basic knowledge of Microsoft Office Suite
- 11.5 Ability to work in a team environment
- 11.6 Ability to maintain confidentiality
- 11.7 Hold a current satisfactory Police Check or willing to obtain one prior to employment.

Appendix 1:

Employees of Mildura Rural City Council were involved in the development of a core set of five values to support the Principles of Business Excellence. This position will be following the values and principles in the operation of the Corporate Performance Department.

Mildura Rural City Council's Values

RESPECT

We will be respectful towards others and value differences.

HONESTY

We will be ethical and open.

INTEGRITY

We will be reliable and trustworthy in all that we do.

TRANSPARENCY

We will be objective and fair in our communications and decisions.

ACCOUNTABILITY

We will be consistent and responsible for our actions.

Mildura Rural City Council's "Principles of Excellence"

PRINCIPLE 1: LEADERSHIP

Clear direction and mutually agreed plans enable organisational alignment and a focus on the achievement of goals.

PRINCIPLE 2: CUSTOMERS

Understanding what customers and other stakeholders value, now and in the future, enables organisational direction, strategy and action.

PRINCIPLE 3: SYSTEMS THINKING

All people work in a system. Outcomes are improved when people work on the system and its associated processes.

PRINCIPLE 4: PEOPLE

Engaging people's enthusiasm, resourcefulness and participation improves organisational performance.

PRINCIPLE 5: CONTINUOUS IMPROVEMENT

Innovation and learning influence the agility and responsiveness of the organisation.

PRINCIPLE 6: INFORMATION AND KNOWLEDGE

Effective use of the facts, data and knowledge leads to improved decisions.

PRINCIPLE 7: VARIATION

Variation impacts predictability, profitability and performance.

PRINCIPLE 8: CORPORATE AND SOCIAL RESPONSIBILITY

Sustainable performance is determined by an organisation's ability to deliver value for all stakeholders in an ethically, socially and environmentally responsible manner.

PRINCIPLE 9: SUSTAINABLE RESULTS

Leaders determine the culture and value system of the organisation through their decisions and behaviour.