



**CENTRAL DARLING  
SHIRE COUNCIL**

**Serving our community**

## Position Description

# Customer Service Officer

<b>Directorate</b>	<b>Customer Services</b>
<b>Location</b>	<b>Wilcannia / Menindee / Ivanhoe</b>
<b>Classification/Grade/Band</b>	<b>CDSC Grade 3</b>
<b>Position Code</b>	<b>Casual</b>
<b>Reports to</b>	<b>Customer Services Manager</b>
<b>No. Direct Reports</b>	<b>Nil</b>
<b>Date position description approved</b>	<b>August 2023</b>

### Council overview

Central Darling Shire is the largest Shire in NSW and yet has the smallest population. It covers an area about the size of the main island of Tasmania and yet has a population of less than 2,000 people. The Shire is extremely diverse with four main communities – Wilcannia, Menindee, Ivanhoe and White Cliffs. Each of these communities are different in their commerce, geography and Indigenous and other cultures.

The administration centre of the Shire is based in Wilcannia, which is situated on the Barrier Highway, approximately 198 kms east of Broken Hill, 470 kms north of Mildura and 260 kms west of Cobar.

### Our values

Through a collaborative approach and strong commitment, the values that will support our mission and guide us in achieving our vision are:

- Energising leadership
- Customer service and contribution to community
- Innovation and continuous improvement
- Equal opportunity and caring for individuals
- Political harmony
- Teamwork
- Ethical behaviour

## Purpose of the position

The Customer Service Officer is responsible for effectively and efficiently customer service to all residents, community members and visitors to the Shire.

## Key duties and responsibilities

Within the area of responsibility, this role is required to:

- Answer incoming calls in a professional, courteous and prompt manner.
- Attend to enquiries, whether from telephone, in person or in writing, and follow through to resolution.
- Escalate customer concerns to the appropriate officer, including providing information on Council's complaints process.
- Act as initial point of contact for the Animal Control Officer and providing a triage service in escalating customer enquiries.
- Ensure the customer service is provided at all times in the location of work, and the area is maintained in a neat and presentable manner with all flyers/brochures and notices are displayed and current.
- Collect, open and circulate all incoming correspondence on a daily basis where required.
- Collect revenue as required, ensuring that all monies (cash and cheques) are receipted and kept secure at all times.
- All receipts balance to cash/cheque holdings each day and all monies receipted are to be banked at the latest by the following business day, with documents captured in the electronic records management system (TRIM/CM10).
- Providing administrative support to staff who require printing, distribution of relevant documents and setting up meetings as required.
- Providing administration support to other departments within the organisation as required.
- Provide additional administrative support to the Directors and General Manager as directed.

## Key Challenges

- Prioritising tasks and managing workload within a high-volume work environment to meet required timeframes.
- Ensuring that business requirements are met with regards to service delivery.
- Maintenance of a strong customer focus in times of uncertainty and change.

## Key working relationships

Who	Why
<b>Internal</b>	
Director/Manager	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions.</li> <li>• Provide advice and support and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• Role model expected behaviours and support team members in meeting the organisation's strategic direction and its desired workplace culture.</li> <li>• Provide effective communication and training, guidance and support team members.</li> </ul>
<b>External</b>	
Community	<ul style="list-style-type: none"> <li>• Promote a positive image of Council when undertaking duties within the community.</li> </ul>
Stakeholders, Ratepayers, Residents, Consultants, Auditors and Government Bodies	<ul style="list-style-type: none"> <li>• Provide advice on a range of Council related issues and strategies</li> <li>• Optimise communication and engagement to achieve defined outcomes</li> <li>• Manage expectations and resolve issues</li> <li>• Meet service requirements of Australia Post and Services NSW.</li> </ul>

## Key corporate responsibilities

### Code of Conduct

- To retain trust, confidence and support, it is expected that all employees be impartial and fair in their dealings with the community, customers, suppliers, general public and each other.
- All employees are required to adhere to and behave in a manner that is consistent with the requirements of the Council's Code of Conduct

### Council's Values

- All employees are expected to uphold, promote and behave in a manner consistent with Council's values.
- Through a collaborative approach and a strong commitment, the values will support our mission and guide us in achieving our vision.

### Council's Codes of Practice, Policies and Procedures

- All employees are expected to adhere to Council's Codes of Practice.
- Adhere to all Council strategies and other formal documents or instruments that impact on day-to-day operations of the position.
- Adhere to Council's Management Guidelines, Policies and Procedure

### Equal Employment Opportunity

- All employees are expected to adhere to Council's Codes of Practice, policies and procedures.

## Work Health Safety

You must take reasonable care to protect your own health and safety, and the health and safety of others who may be affected by your actions or omissions at work.

In particular, you are required:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.
- Ensure you are not affected by alcohol or another drug so as to endanger yourself or others.
- Report accidents injuries, property damage and health and safety incidents.
- Participate in activities associated with the management of workplace health and safety.
- Ensure your work area is maintained in a tidy manner free from hazards.

## Essential Selection Criteria

- Demonstrated experience in providing high quality customer service both face to face and on the telephone.
- Ability to work collaboratively with community, Council staff and stakeholders.
- Ability to be self-motivated, use initiative and work independently as well as part of a team.
- Innovative and practical approach to problem solving and negotiation.
- Well demonstrated knowledge and understanding of computer systems which includes the ability to update computerised databases.
- Demonstrated high level of time management and organisational skills.
- Demonstrated ability to act in a professional manner and adhere to Council's values and behaviours.
- Satisfactory National Police Clearance.

## Desirable Selection Criteria

- Certificate III in Business and Administration
- Satisfactory Australia Post and Services NSW relevant probity checks or willingness to obtain.

**I have read and understood the content of this Position Description and undertake to meet the inherent requirements of the position.**

**Employee Name:**

**Signature:**

**Date:**