

# Central Darling Shire Council Position Description

## Customer Service Officer, Ivanhoe

### Our Council

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.

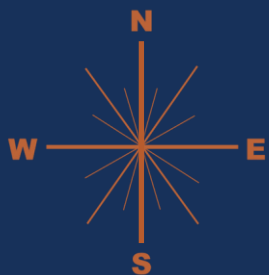
### Our Values

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

### Our Benefits

- 9 day fortnight (FTE)
- Four (4) weeks annual leave per year (FTE)
- 15 days sick/personal leave per year (FTE)
- Superannuation
- Uniform Allowance
- Employee Assistance Program (EAP)
- Safety work wear and Personal Protective Equipment (PPE) for outdoor staff
- Access to learning and development opportunities



*For more information, visit:*

<https://www.centraldarling.nsw.gov.au>



<b>Position Title</b>	<b>Customer Service Officer</b>		
<b>Department</b>	Customer Services	<b>Position Code</b>	CDSC1310
<b>Location</b>	Ivanhoe		
<b>Pay Grade</b>	Pay Grade 3	<b>Award Band</b>	Band 1 Level 3
<b>Position Status</b>	Permanent	<b>Standard Hours</b>	70 hours per fortnight
<b>Reporting to</b>	Customer Service Manager		
<b>Direct Supervision</b>	Nil	<b>Indirect Supervision</b>	Nil
<b>Position Delegations</b>	No	<b>Budget Responsibility</b>	No
<b>National Police Clearance:</b>	Yes	<b>Working with Children Check:</b>	No
<b>Approved by:</b>	Customer Service Manager	<b>Date Approved:</b>	October 2024

## The Position

The Customer Service Officer is responsible for effectively and efficiently customer service administrative support for the Ivanhoe Office and Post Office, to ensure that services are delivered without interruption.

## Key Responsibilities

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

### Post Office / Services Australia

- Ensure a high level of customer service and enquiry resolution in accordance with the standards required.
- Ensure all mail is received and sorted in line with Australia Post requirements and standards.
- Complete transactions on behalf of Australia Post in accordance with their requirements/standards.
- Ensure that the Post Office area is presented in a professional, neat and tidy manner at all times.
- Compile and complete daily and quarterly paperwork as required to meet Australia Post requirements.

### Ivanhoe Office

- 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.

**Note:** *An employee may be directed to carry out any other duties, tasks or projects the employer may assign, having regard to the employee's skills, training and experience.*

## Key Challenges

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

## Inherent Requirements

- Some out of hours work may be required on an ad hoc basis
- Hold a valid Class C Driver's Licence (minimum)
- Satisfactory National Police Clearance
- Satisfactory Australia Post relevant probity checks or willingness to obtain.
- Responsible for meeting the organisation wide accountabilities as attached.
- Ability to meet the Job Demands for the position as attached.

## Essential Position Criteria

### Qualifications / Experience / Accreditation / Certification

- Demonstrated experience in providing high quality customer service both face to face and on the telephone.

### Specialised Knowledge and Skills

- Ability to work collaboratively with community, Council staff and stakeholders.
- Demonstrated high level of time management and organisational skills.
- Good literacy and knowledge of computer software programs including Microsoft Suite and other computer software and databases.
- Good interpersonal, negotiation, problem solving and conflict resolution skills to enable effective liaison with people at all levels.
- Written communication skills including the ability to produce timely general administrative tasks.
- Demonstrated capacity to work unsupervised and as part of a customer-oriented team

## Desirable Position Criteria

- Certificate III in Business and Administration

# 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 expert 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 in the area of stores.</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, Residents	<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.</li></ul>

*I have read and understood the content of this Position Description, Job Demand Analysis and Organisation Wide Accountabilities, and undertake to meet the inherent requirements of the position.*

*I understand that this Position Description is designed to guide the responsibilities and activities to be undertaken in the position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.*

**Employee Name:**

**Signature:**

**Date:**