

Central Darling Shire Council

Position Description

Customer Service Manager

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.

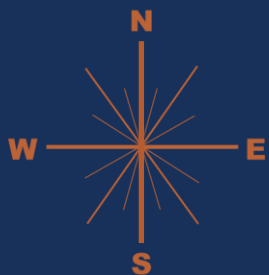
Our Values

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>



Position Title	Customer Service Manager		
Department	Customer Service	Position Code	CDSC1121
Location	Wilcannia / Menindee / Ivanhoe		
Pay Grade	Pay Grade 10	Award Band	Band 1 Level 4
Position Status	Permanent	Standard Hours	70 hours per fortnight
Reporting to	General Manager		
Direct Supervision	8	Indirect Supervision	2
Position Delegations	Yes	Budget Responsibility	Yes
National Police Clearance:	Yes	Working with Children Check:	Yes
Approved by:	General Manager	Date Approved:	January 2025

The Position

The Customer Service Manager is a hands-on role that provides leadership in the delivery of services in the areas of administration, customer, records management, ICT, post office and community information.

This role is also responsible for driving improved administration and customer service systems across the organisation and ensuring that service delivery programs have best practice support in all areas of responsibility.

The Customer Service Manager is a member of the Leadership Team.

Key Responsibilities

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

Leadership

1. Develop and oversee the organisation's records management, customer service, ICT and post office portfolios to ensure effective and efficient delivery of services.
2. Deliver and ensure effective people management within the area of responsibility, including undertaking and following through positively leading and coaching employees in line with the Code of Conduct and disciplinary procedures.
3. As a member of Council's Management Team take an active role in positively contributing to organisation wide projects and initiatives.
4. Contribute positively to enhance communication through collective management and sharing of knowledge.
5. Actively promote a culture of excellence in customer service to ensure optimal delivery of both internal and external services.
6. Take a lead role and actively contribute to the ongoing development, monitoring and review of Council's corporate systems and policies, provide support for continual improvement and implementation strategies to ensure compliance with legislation, and Councils' associated policies and procedures.

Administration / Customer Service

1. Provide and oversee the administrative functions to ensure adequate support for internal and external customers at Council's administrative / agency service centres, including providing a triage service for the Animal Control Officer that includes the escalation customer enquiries
2. Manage the Council's complaints process, including supporting the customer service team in addressing complex customer service enquiries.
3. Manage and coordinate the afterhours security function across the organisation.
4. Oversee the organisation's outsourced IT function to ensure the delivery of adequate and reliable services to meet operational requirements, including monitoring systems performance.
5. Oversee the organisation's IT infrastructure (computer and information systems, security, communication systems).
6. Oversee the ongoing development, monitoring and review of Council's electronic document management system (records management), provide support for continual improvement and implementation strategies to ensure compliance with legislation.
7. Oversee the administration of corporate travel and accommodation bookings across the organisation.
8. Oversee the online booking system for council's caravan parks.
9. Oversee the cleaning of all council owned corporate buildings and staff amenities.
10. Oversee the implementation of the Employee Housing Policy, including completing condition reports and working with the Executive Officer to ensure all leases are in place.
11. Oversee the implementation of the Corporate Wardrobe and Personal Protective Equipment Procedure in conjunction with the WHS and Risk Officer.
12. Prepare Council reports as required on the activities within the Customer Service function.
13. Oversee the collection of revenue as required, ensuring that all monies (cash and cheques) are receipted and kept secure at all times 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 (CM10).
14. Work with the customer service team across all sites to ensure that the area is maintained in a neat and presentable manner with all flyers/brochures and notices being displayed and current.

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

- Managing the appropriate allocation of resources in a cost saving environment.
- Proactively supporting operational and strategic change across the organisation.
- Supporting the General Manager in the delivery of sound customer and administration services across the organisation.
- The position requires a "hands on" approach, particularly during periods of staff absences.

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 NSW Working with Children Check
- 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

- Tertiary qualifications in Customer Service, Business or Management.
- Demonstrated experience in effectively developing and maintaining strategic relationships with stakeholders as it relates to the delivery of customer and/or administration services.
- Demonstrated experience in the areas of leadership in the delivery of customer and/or administration services.

Specialised Knowledge and Skills

- Demonstrated ability to adapt leadership style to develop and grow a performance-based culture within the customer and administration portfolios.
- Demonstrated ability to mentor and develop people in a positive and constructive manner.
- A capacity to lead change management and to develop and implement programs and initiatives.
- Strong business acumen and ability to maximise delivery of customer and administration services.
- Demonstrated ability to understand the broad political, social economic and organisational environment, identify relevant issues and develop appropriate strategies.
- Significant experience in the development and implementation of strategies that drive service delivery.
- Demonstrated ability to undertake hands on duties within the customer and/or administration services portfolio.

Desirable Position Criteria

- Extensive experience in local government across a broad range of disciplines.

Key working relationships

Who	Why
Internal	
Council	<ul style="list-style-type: none">• Constructive and supportive relationship to enable the delivery of the strategic objectives and ensuring that operational services meet Council and community needs.
Management Team	<ul style="list-style-type: none">• Lead, direct, manage and support performance and development within own area of responsibility.• Guide, support, coach and mentor both within own area of responsibility and across the organisation.
Staff	<ul style="list-style-type: none">• Role model expected leadership behaviours and support employees in meeting the organisation's strategic direction and its desired organisational culture.

External

Community	<ul style="list-style-type: none">Engage with the community, industry groups and local businesses to ensure that the organisation is delivering efficient and effective services to these stakeholders.
Government Agencies	<ul style="list-style-type: none">Recognising the importance of building relationships with government agencies to support growth within the LGA and to ensure that local priorities are focused on and outcomes are achieved.
Stakeholders	<ul style="list-style-type: none">Build constructive relationships with local and regional networks to support the achievement of Council's strategies.

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: