

KATHERINE TOWN COUNCIL – POSITION DESCRIPTION



1. POSITION INFORMATION			
POSITION TITLE:	Customer Service Officer	REPORTS TO:	Administration Manager
POSITION LEVEL:	4	FINANCIAL DELEGATION	N/A
DEPARTMENT:	Corporate and Community Development	BUSINESS UNIT:	Administration
REVIEWED BY:	Human Resources	REVIEW DATE:	N/A
APPROVAL DATE:	23 August 2019	APPROVED BY:	CEO
2. POSITION CONTEXT			
<p>This position reports directly to the Administration Manager and is responsible for the delivery of a comprehensive range of high quality, integrated Council services to customers via the counter, over the telephone or email, ensuring excellent service.</p>			
3. POSITION'S KEY RESPONSIBILITIES			
<ol style="list-style-type: none"> 1. Deliver a high level of customer service by providing a secure and friendly first point of contact, promptly and courteously responding to customer's needs and enquiries via the front counter, telephone, email or other; 2. Process, receipt and balance all incoming payment transactions that come via telephone and/or the front counter in accordance with Council regulations in a professional manner; 3. Provide high level administrative support to the Administration Manager and the Team Unit; 4. Coordinate the processing of bookings for Council Facilities including the receipt of deposits, payments and fees; coordination of facility inspections, manage the applications for facility hire and the hire diary and general liaison with customers/hirers. Includes both short term and long-term hires; 5. Assist with the process of creating, sending, filing and recording ingoing and outgoing correspondence on behalf of the Council; 6. Undertake errands throughout Katherine as required, do the daily courier run and all the responsibilities associated with the courier run. 7. Support operations that come to the front counter by undertaking duties including but not limited to processing dog registrations/licenses, hiring of anti-barking collars, hiring animal traps, impounding dogs and vehicles, processing signage applications, disable permits, infringements and service requests; 8. Ensure the disabled parking permits register is kept up to date with accurate information available, provide reprint permits and process applications; 9. Improve the delivery of services by making recommendations for change and creating standardised practices and/or processes that are easily adaptable to the needs of the community; 10. Other responsibilities as shall be reasonably associated with or incidental to the above responsibilities or as shall, in the course of the employment, be agreed between the parties as being or forming part of the duties. 			
4. ORGANISATIONAL RESPONSIBILITIES			
<ol style="list-style-type: none"> 1. Ensure compliance with Workplace Health and Safety requirements. Comply with workplace procedures for risk identification, risk assessment and risk control. Participate in activities associated with the management of workplace health and safety. Identify and report health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace. 2. Assist in the implementation of the Katherine Town Council's Local Counter Disaster Sub-Plan in the event of a disaster; 3. Ensure incumbent is dedicated to servicing our community and will listen to and proactively respond to their needs; 4. Foster sustainable, honest relationships with the community and stakeholders 5. Perform and deliver results that align with organisations strategic direction and serve our community; 6. Work in accordance with Council's Vision and Mission statement. 			

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5. Level of Responsibility	
Authority & Accountability	This position's work performed is within general guidelines. This position may supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels. This position is responsible for leading employees in operational duties or the application of trades, administrative or technical skills.
Judgment & Problem Solving	This position's work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes. Guidance is available from more senior staff.
Specialist Knowledge & Skills	This position requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position.
Management Skills	This position provide employees with on-the-job training, guidance and basic knowledge of workplace policies and procedures. May lead small groups of employees at the 'work face'.
Interpersonal Skills	This position require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters.
Qualifications & Experience	Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through: (a) a trade certificate or equivalent; (b) completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade); and/or (c) knowledge and skills gained through on-the-job training.
6. SELECTION CRITERIA	
Essential	<ul style="list-style-type: none"> • Demonstrated ability to meet the positions key responsibilities; • Current NT Drivers Licence; • Sound written and verbal communication skills; • Experience in Microsoft Officer products and packages; • High Level customer service experience; • Experience in managing and positively engaging a team environment; • Ability to understand various legislations, statutory obligation and Council policies in order to make informed decisions; • Demonstrated experience and ability to deliver good outcomes; • Extensive knowledge and skill gained through on-the-job training; • Minimum experience of 2 years in similar or related role.
Desirable	<ul style="list-style-type: none"> • Business, Administrative and/or Event Management qualification or other related tertiary qualification; • Previous experience in Local Government role.
7. ACKNOWLEDGMENTS	
Employee:	Date:
Manager/HR:	Date: