



INFORMATION PACKAGE

POSITION VACANT

CUSTOMER SERVICE OFFICER

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Thank you for enquiring about this position. After reading the information package, if you would like further information please contact Council's Customer Service Coordinator, Leesa Langfield, on 1300 445 586.

Applications may be e-mailed to hr@hilltops.nsw.gov.au or mailed to:

The General Manager
Hilltops Council
Locked Bag 5
YOUNG NSW 2594



Position Description Customer Service Officer

Directorate:	Strategy & Organisations Performance
Location:	Hilltops Region
Reports to:	Director Strategy & Organisational Performance
Grade:	4 – Hilltops Council Salary System
Conditions of Employment:	Fixed-term (6 months), full-time 70-hours per nine-day fortnight NSW Local Government (State) Award 2017 9.5% Employer Superannuation Contributions

Council overview

Hilltops Council was established on May 12, 2016 and includes the towns of Boorowa, Harden and Young and their surrounding villages. It is a well-situated agricultural region, centrally located in NSW, just two hours' drive from the national capital in Canberra and four hours from Sydney. It has a diverse economy with a strong rural base and offers a relaxed, country lifestyle with all the benefits that can be found in major regional centres.

Council values



Primary purpose of the position

As the first and central point of contact for all transactions and information relating to Council's assets and services, this position is responsible for providing high quality customer service in a courteous and professional manner when greeting and dealing with customers in person, on the telephone or through written and electronic correspondence.

Key accountabilities

Within its area of accountability, the incumbent in this role will:

- Serve as first point of contact for customer enquiries, transaction and action requests, ensuring service standards and performance objectives are achieved;
- Effectively deal with an extensive range of enquiry subjects in an environment that can be challenging and sometimes confronting, with a need to occasionally deal with customers who may be difficult or whose demands may be considered excessive;
- Register and respond to customer requests, enquiries and transactions in a professional, accurate and efficient manner;
- Enter, monitor and track customer requests using appropriate computer applications and undertake all necessary follow up to ensure requests are resolved and customers informed;
- Escalate customer action requests, enquiries and transactions as appropriate, to other corporate or operational areas for response;
- Undertake accurate and timely cashiering duties including receiving of money, receipt issue and end of day processing;
- Prepare standard correspondence in response to customer requests and provide information for statistical reports as required;
- Ensure personal presentation is professional at all times, according to Council's policies and procedures;
- Maintain up-to-date knowledge of legislation, policies, procedures, events, activities and changes to Council operations in order to provide accurate information and assistance to customers;
- Facilitate a culture of continuous improvement, collaboration and exceptional customer service;
- Undertake other duties as directed within the skills and abilities of a position at this level.

Essential criteria

1. Excellent customer services skills with demonstrated experience in a similar position.
2. Sound administration and clerical experience including cash handling and reconciliation.
3. An ability to understand and identify customer needs and use appropriate strategies to achieve positive outcomes.
4. Excellent communication and conflict resolution skills with demonstrated ability to deal with challenging customer queries.
5. Ability and willingness to exercise tact, diplomacy and maintain strict confidentiality on all matters.
6. Ability to work well in a team environment and contribute positively to the dynamics of that team.
7. Well-developed computer literacy and keyboard skills, including experience in using databases, and other computer software programs.
8. Demonstrated ability to think laterally to source accurate information quickly and effectively.
9. Demonstrated ability to apply attention to detail and accuracy of work.

Desirable criteria

1. Tertiary Qualifications in customer service or equivalent.
2. Demonstrated experience and knowledge in Local Government practices and procedures.

Limits of Authority

Act within regulations and Council policies and guidelines. Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the Customer Service Coordinator.

Organisational Accountabilities

Workplace Health and Safety	'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety
Code of Conduct	Council's Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.
Equal Employment Opportunity	Hilltops Council supports a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.
Policies and Procedures	Comply with all Council's Policies, Management Guidelines and Procedures.
Customer Service	<ul style="list-style-type: none"> • Provide effective service to Council customers and the community. • Provide effective service to internal customers. • Present a positive image of Council.

Capabilities for the role

The Local Government Capability Framework (LGCF) describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The LGCF is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Adept
	Demonstrate Accountability	Adept

 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Create and Innovate	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly • Analyses numerical data and other information and draws conclusions based on evidence • Works with others to assess options and identify appropriate solutions

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Technology and Information	Intermediate	<ul style="list-style-type: none">• Shows confidence in using core office software and other computer applications• Makes effective use of records, information and knowledge management systems• Supports the introduction of new technologies to improve efficiency and effectiveness

CONDITIONS OF EMPLOYMENT

Position	Customer Service Officer
Grade	Grade 4
Salary range	The salary range for this position is \$1,011.54 – \$1,120.81 per week plus 9.5% superannuation
Award	Local Government (State) Award 2017
Employment status	Fixed-term of up-to six-months, full-time
Hours of work	70-hours over a nine-day fortnight
Location	Hilltops Region – While initially working out of the Boorowa Office, the incumbent in this position may be requested to commence work from any of our work locations in the region, either Boorowa, Harden or Young.
Leave entitlements	Four (4) weeks annual leave per full year of service. Annual leave accrues progressively over a 12-month service period and accumulates from year to year. One (1) week sick leave on commencement, which includes provision for carers leave. Additional one (1) week accumulated every four months from commencement. Other leave provisions as per Local Government (State) Award 2017.