

Position Description

Customer Service & Information Officer	
Position Number	1217
Directorate	Corporate & Community
Division	Business & Economy Group
Reports to	Customer Service & Information Coordinator
Grade	HILL35G4
Date Reviewed	October 2025

Primary Purpose

The Customer Service & Information Officer provides a consistently high level of quality customer service to internal and external stakeholders, acting as the initial point of contact in welcoming customers, and assisting with their enquiries and complaint, and provides secure and accessible Records & Information Management Services to Hilltops Council.

This document describes the key responsibilities of the position and is not designed to be prescriptive. The incumbent will be expected to undertake other duties in addition to those described in this document. The incumbent will contribute to Council’s vision as *“In 2030 the Hilltops is a thriving region offering a relaxed country lifestyle and diverse economy. We value and protect our friendly community spirit, pristine natural environment, and deep cultural heritage”*, and promote the values which support this: **Safety, Trust, Accountability and Respect**, and use these to guide decisions, actions and conduct.

Key Accountabilities

- Contribute to a safe workplace by complying with legislative and organisational Work Health and Safety requirements.
- Support the effective implementation of Council’s customer service policy, through provision of quality frontline customer service as the first point of contact, to all internal and external stakeholders.
- Respond appropriately to the requirements of each customer in a professional and tactful manner.
- Receive and record all requests and information accurately in Council’s Request Management (CRM) system.

- Carry-out administration duties, including but not limited to: phone calls, website enquiries, counter enquiries and emails.
- Ensure cashiering service is accurate in the allocation of takings, that registers are balanced to a target of 100% daily, that all remittances are processed daily and that any discrepancies are reported immediately to the Coordinator.
- Undertake provision of Council held information in response to requests within legislative and procedural requirements, such as processing requests for the physical and electronic retrieval of documentation associated with subpoenas and formal and informal Government Information Public Access (GIPA) Act 2009 Information Requests, in accordance with the Privacy and Personal Information Protection (PPIP) Act 1998.
- Assist staff through training and education in correct methods of records registration, retrieval, retention and searching within Council's document management system.
- Undertake maintenance and consolidation of the Names and Address Registration (NARS) & assist in management of any physical records and files and in implementation of the General Disposal Authority for Local Government Records.
- Create and capture information in Council's designated databases to ensure legislative compliance.
- Contribute to the performance of Council by demonstrating professional conduct, making the best use of knowledge, experience & skills and being accountable for own decisions and actions.

Essential Criteria

1. Certificate III in Business, Government, Local Government or similar field, or equivalent demonstrated experience.
2. Excellent customer services skills with demonstrated experience of one or more years in a similar position.
3. Sound administration and clerical experience including cash handling and reconciliation.
4. An ability to understand and identify customer needs and use appropriate strategies to achieve positive outcomes.
5. Excellent communication and conflict resolution skills with demonstrated ability to deal with challenging customer queries.
6. Current Class C Drivers Licence.

Desirable Criteria

1. Experience working in the Local Government Sector or other Government body.

Decision Making

The incumbent has the authority to take any reasonable steps to ensure the achievement of agreed objectives set out in the relevant business plan. The role may have delegations from the General Manager as set out in an instrument of delegation. All decisions must be in accordance with legislation and Council policies and procedures. Decisions should also be consistent with the objectives of Council's strategies and plans.

All staff have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed and implemented.

Acceptance of the Role

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours are expected at Hilltops Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Hilltops Council from time-to-time as necessary. By signing, I agree to work in accordance with the requirements of the position and will abide by Hilltops Council's Code of Conduct, policies and procedures.

Name:

Signature:

Date: