

Position Description

Position Title	Co-ordinator Customer Excellence & Administration		
Department	Corporate & Sustainability	Position Number	C&S04
Grade	Grade 5	Location	Council Administration Office - Coonamble
Status	Permanent Full Time	Hours	35hrs week / 70hrs per fortnight
Reports To	Manager Finance & Procurement	Industrial Instrument	Local Government (State) Award 2020
Date Revised	12/02/2020	Version Number	1
Direct Responsibilities	Customer Service, Administration, Reception, Records		

Council's Vision

Coonamble Shire is a connected, respectful, and diverse community, working together in a healthy natural environment that supports our vibrant local economy.

Council's Mission

Through its undertakings, maintain and improve the services to ratepayers by the efficient and effective management of assets and the environment in response to community needs.

Position Summary

This position leads and manages a team focused on ensuring the delivery of professional and consistent customer experience in all delivery methods ensuring that the "loop is closed" and that excellence in customer service is achieved. This includes implementing strategies across the organisation to ensure an end-to-end customer experience is as efficient and effective as possible for both internal and external stakeholders.

The position is also responsible for Council's record management system and compliance with relevant management plans and legislative requirements.

Position Benefits

- 9-day fortnight.
- Four (4) weeks annual leave per year.
- Superannuation paid by Council in accordance with legislative and scheme requirements.
- Uniform Allowance as per current policy.
- Employee Assistance Program (EAP).
- Council provided hi-vis and safety work wear and Personal Protective Equipment (PPE).
- Reasonable access to education and training, consistent with the individual's Employee Training Plan and Council's Annual Training Plan, Professional Development Policy and Budget.

Key Responsibilities

Management and Staff Supervision

- Direct Customer Service staff on a day to day basis, including supervision, to ensure Council's compliance with all relevant legislation, codes of practice, guidelines, policies and procedures.
- Effective supervision of staff, including monitoring performance, encouraging development, continuous improvement and development of suitable work plans.

Customer Excellence

- Manage customer service for Council to a high standard consistent with the expectation of the organisation.
- Demonstrate professional customer service and conflict resolution skills, including the use of effective listening and questioning techniques to identify and respond to customer enquiries at first point of contact.
- Ensuring timely feedback to customers, ensuring that the "loop is closed" and that excellence in customer service is achieved.
- Records information about enquiries and complaints and forwards such information to relevant staff, using prescribed formats such as Council's Customer Request System.
- Continually strive to develop higher levels of customer service both internally and externally through the review of procedures, work efficiencies and implementation of the continuous improvement strategies of Council.
- Engage with internal stakeholders to continually align service standards with customer expectations.
- Implementation of systems and processes, utilising technology and software, to increase the productivity and efficiency of Council's operational activities.
- Develop and manage an education program for organisational staff pertaining to the overall Customer Service focus of Council.

Records and Finance

- Incoming mail is registered, entered into database and distributed correctly and within agreed timeframes.
- Filing and maintenance of Council's centralised filing system.
- Oversee Record Management Systems and monitor compliance across Council.
- Embed a culture of effective record management and ensure that obligations under the Records Management Plan and other appropriate policies and procedures are met.
- Develop and manage an education program for organisational staff pertaining to the overall Records Management of Council.
- Completion of accurate timesheets with job numbers, daily checklists, reconciliations and other work related documentation.
- Ensure that all critical processes and procedures are documented, including standard operating manuals.
- Seeks approval from Supervisor for expenses / claims, as required by Council's policies and guidelines.
- Ensuring that accounting transactions and records are in accordance with Council's Policies and procedures.

IP&R and Strategic Planning

- Contribution towards the goals outlined in Council's Delivery and Operational Plan and any other appropriate planning / reporting frameworks that are applicable to the scope of the position.

WHS and Environment

- Completing and adhering to workplace procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of Workplace Health and Safety.

Position Description

- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and hazards in the workplace.
- Participate in environmental incident investigation and nominated corrective measures including the observation and reporting of any new environmental aspects and impacts.

General

- Prepare information and compile reports as requested.
- Provide excellent customer service to both internal and external customers.
- Promote the image of Council in a positive manner and actively promote good public relations.
- Behaviour complies with the Council's Code of Conduct, EEO and Anti-discrimination principles.
- Any other duties consistent with the responsibilities of the position as directed.

Key Internal Relationships

Corporate & Sustainability Department	Work collaboratively within the team to ensure service continuity and contribution towards efficient operations to support Councils plans, strategies and priorities.
Council Departments	Collaborate with all Council Departments to ensure service continuity and a high standard of customer service.
Direct Reports	Customer Service Officers

Key External Relationships

External Stakeholders and Committees	Represent Council and provide a high standard of excellence and professionalism to all stakeholders.
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Delegations

- Nil

Position Description

Essential Requirements

Technical Requirements

- Sound literacy, numeracy and computer skills in order to complete required documentation and use relevant technical software.
- Demonstrated experience in a similar role (2+ years).
- Certificate III in Business Administration, Record Management or equivalent.
- Sound knowledge of Customer Service and Records preferably applicable to the local government context, with the demonstrated ability to effectively apply this knowledge.
- Australian resident or equivalent or holding a Visa allowing employment in Australia.
- Demonstrated understanding of and commitment to the principles and legislative requirements of Work Health and Safety (WH&S).
- Class P, P2 or C Drivers Licence (unrestricted).

Desirable Requirements

- Certificate IV in Business Administration, Record Management or equivalent.
- Experience with electronic / database records management systems.
- Completion of relevant training courses and certificates.
- Local Government experience.

Selection Criteria

- Sound literacy, numeracy and computer skills in order to complete required documentation and use relevant technical software.
- Demonstrated experience in a similar role (2+ years).
- Sound knowledge of Customer Service and Records preferably applicable to the local government context, with the demonstrated ability to effectively apply this knowledge.
- Certificate III in Business Administration, Record Management or equivalent.
- Class P, P2 or C Drivers Licence (unrestricted).
- Takes the initiative to progress own and team tasks, contributes to the achievement of team/project goals through consistently delivering high quality work with minimal supervision.
- Pursues own and team goals with drive and commitment and is flexible, showing initiative and responding quickly to change.
- Commitment to safety and consistently act in line with legislation and policy.
- Ability to communicate clearly and effectively, work independently with minimal supervision, and contribute positively within a team environment.

I acknowledge and understand the requirements of the role as contained within this position description.

Signed:	
Name:	
Date:	