Kingborough

POSITION DESCRIPTION

TRAINEE CUSTOMER SERVICE OFFICER

POSITION DETAILS

Position No.	000759	**Directorate**	Governance, Recreation and Property Services
Employment Status	Full time, fixed term (2 years)	**Location**	Civic Centre
Unit	Customer Service	**Classification**	Admin Clerical Level 1

POSITION OBJECTIVE

- As a member of the Customer Service Unit, work cooperatively with other team members to provide accurate, appropriate and timely advice and information relating to Council's services, activities and facilities.
- Contribute to the efficient and effective administration functions of the Customer Service Unit.

SPECIAL CONDITIONS

This is a contracted position in the form of a traineeship and is for a maximum period of two years. The trainee is expected to complete the Certificate III in Business during this period.

There are no ongoing expectations of continued employment with Council after the completion of the traineeship.

KEY FUNCTIONS AND RESPONSIBILITIES

- Provide first point of contact for customer enquiries, whether in person at the customer service counter, by telephone, or by email.
- Answer telephone calls to the main Council number, and resolve them as a customer service activity, or transfer them to the appropriate departmental officer, as appropriate.
- Undertake cashiering tasks including revenue collections, and the accurate allocation of transactions to properties, applications, and the general ledger system.

- Attend to customer requests in an effective and efficient manner, ensuring that accurate and appropriate information is entered into databases and forwarded to the appropriate section or officer.
- Undertake the daily balancing and banking of receipts, the preparation of cash floats and processing of receipting from Council's external offices.
- Deal with customer enquiries in relation to a broad range of Council services and functions. This includes general advice, within the scope of the role, on statutory planning and the development application process, building requirements and the application process, rates and receipting, environmental health, dog registration, By-Law compliance, kerbside waste collection, community events, facility bookings, asset maintenance upgrades, Council meetings and other regulatory and compliance operations.
- Undertake a range of administrative functions including petty cash reconciliation, facility bookings, application lodgement, inspection bookings, kerbside waste collection requests, 337 Property Certificate requests, lodging customer service requests, and providing administrative support to other departments where required.
- Undertake other duties as required/directed from time to time. An employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Completion of activities that are routine, clearly defined and require the utilisation of basic skills. Individual work is monitored under direct supervision.

Judgment and problem solving: Work activities include routine and clearly defined work. The tasks performed involve the use of a basic range of techniques and methods within a limited range of work.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

1. **Internal** – The position has contact with all staff throughout the Council, but generally works with other employees in the Customer Service Unit.
2. **External** – The position deals mostly with members of the community and customers.
3. **Direct Reports** - This role reports to the Customer Service Coordinator and has no direct reports.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- The capacity to undertake a Certificate III in Business.
- Competent customer service skills and the ability to assist customers from all backgrounds.
- Competent computer and data entry skills.
- Ability to work in a flexible, adaptable manner within a small team environment.
- The ability to be trained in cash handling, processing a variety of payments and end-of-day reconciliation.
- A satisfactory National Police check will be required.