

**CUSTOMER SERVICE OFFICER
CASUAL**

About us

We are Bland Shire Council, a rural Council servicing a small growing community of approximately 5900 residents, centred in West Wyalong, and spread over a large area of 8,558 square kilometres, providing an authentic rural lifestyle with the conveniences of the city well within reach.

Bland Shire Council provides excellent career opportunities across a large range of professions and trades. We provide employment to approximately 135 staff, who are friendly and welcoming of all new employees. We encourage a safe and professional working environment for employees, with an emphasis on customer satisfaction.

The Opportunity

We are currently seeking expressions of interest for Casual Customer Service Officers to provide the front-line response to all customer enquiries and where applicable, services those needs via direct action.

What we are looking for in you

- Certificate III in Business Administration, Local Government or similar.
- Well developed oral and written communication skills including the ability to liaise with a wide range of internal and external clients as well as proven experience in a customer service environment.

What we have to offer:

As a valued member of our team, you'll receive the following benefits:

- Competitive salary
- Learning and career development opportunities
- Subsidised Corporate Uniforms
- Hourly rate from \$39.96
- Plus an 11% Council Superannuation contribution.

How you can apply:

Before applying, please review the POSITION DESCRIPTION.

Please address the questions on the application page on the website <http://www.blandshire.nsw.gov.au/your-council/careers> . When responding to the questions, please include detailed relevant examples of your skills and experience.

You'll have the opportunity to attach your cover letter and resume.

For more information regarding the Casual Customer Service Officer position, please contact Leesa Bryant, Manager Customer and Financial Services on (02) 6972 2266.



We are Bland Shire

A place where people are valued, an environment that is respected, a future that is bright and a community that is proud.

Position Description Customer Service Officer

Directorate	Corporate and Community Services
Location	Bland Shire Council 6 Shire Street, West Wyalong
Classification/Grade/Band	Grade 7
Position Code	– Casual
Date Position approved	March 2024

Primary purpose of the position

Provide the front-line response to all customer enquiries and where applicable, services those needs via direct action.

Key accountabilities

Within the area of responsibility, this role is required to:

- Deliver timely customer services in person, over the phone or across multi-communication channels in line with established customer service standards.
- Respond to customer enquiries, needs, concerns and suggestions in a timely manner to improve and maintain quality of service in line with performance measures.
- Promote Council programs and services and educate customers to enable their easier access to Council services, technology and information.
- Assist in the delivery of enhanced business systems and processes in consultation with internal and external customers and stakeholders.
- Undertake other duties including lodgement of applications, animal registrations, receipting and daily reconciliation, deposit banking and delivery/collections in line with established procedures.
- Actively participate in the review, development and implementation of customer service improvement initiatives.
- Work in collaboration with and assist the team, coordinator and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.
- Prepare outgoing mail and clear mail tray daily to meet Australia Post and courier deadlines.
- Carry out other duties that are within the limits of the employee's skill, competence and training.

WHS Responsibilities:

- Read and comply with all WHS policies and procedures in relation to your WHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes.
- Work in a manner that will not endanger yourself or any other person.

- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.
- Participate in rehabilitation and return to work programs if required.
- Comply with Corporate record keeping requirements.

Key internal relationships

Who	Why
Team members	Negotiate task priorities. Ensure safety and quality standards are met.
Manager Customer and Financial Services	Liaise to clarify tasks and priorities. Manage and escalate issues as appropriate.

Key external relationships

Who	Why
Community	Maintain a friendly, professional and positive council presence. Ensure public safety at all times.

Selection requirements





Criteria:
Essential Criteria:
Certificate III in Business Administration, Local Government or similar.
Well developed oral and written communication skills including the ability to liaise with a wide range of internal and external clients as well as proven experience in a customer service environment.
WHS and EEO
Sound understanding of and commitment to EEO and WHS principles and practices.

Key Physical Requirements (<i>Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%</i>)	
Constant sitting	Occasional stooping/bending/squatting.
Constant bilateral fine finger manipulations (keystrokes)	Occasional lifting/carrying <10kg

Capabilities for the role

The Local Government Capability Framework 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 Local Government Capability Framework is available at <https://capability.lgnsw.org.au>

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	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Core Capabilities

- **Demonstrate Accountability:** Take responsibility for own actions, commit to safety, and act in line with legislation and policy.
- **Community and Customer Focus:** Commit to delivering customer and community focused service in line with strategic objectives.
- **Plan and Prioritise:** Plan and organise work in line with organisational goals and adjust to changing priorities.
- **Technology and Information:** Use technology and information to maximise efficiency and effectiveness.