

POSITION DESCRIPTION		
<b>Position Title:</b> Trainee Customer Services Officer	<b>Classification:</b> As per Award Trainee	<b>Position Number:</b> BHCC-CCE-06
<b>Group/Area:</b> Corporate and Customer Experience	<b>Reports to:</b> Manager Corporate and Customer Service	<b>Hours per week:</b> 35
<p><b>Our Organisation:</b></p> <p><b>Vision:</b> Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p><b>Mission:</b> Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p><b>Our Values:</b> Accountability, Pride, Perseverance, Courage &amp; Honesty, Teamwork</p>		
<p><b>Position Purpose:</b></p> <p>Broken Hill City Council's Administrative Centre is the primary point of frontline contact for telephone and face to face contact for all Council related enquiries, such as lodgement of applications, payment, bookings and requests in relation to the services that Council provides.</p> <p>The primary objectives of the position are:</p> <ul style="list-style-type: none"> <li>• The delivery of quality customer service and administration support through the provision of accurate information and assistance; via the customer services desk and call centre</li> <li>• The rotation of staff between the customer relations desk (face to face) and the contact centre (telephones)</li> </ul> <p>Playing a key role in supporting in particular the Rates and Planning teams in rates administration and development assessment process by providing practical and technical support, including advice and administrative tasks.</p>		
<p><b>Special Requirements:</b></p> <ul style="list-style-type: none"> <li>• Certificate III in Business Administration</li> <li>• Ability to work independently if required.</li> <li>• Out of hours work when required on an equal time-in-lieu basis.</li> </ul>		
<p><b>Key Stakeholders:</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Director Corporate and Community</li> <li>• Executive Leadership Team</li> <li>• Mayor and Councillors</li> <li>• Corporate Services Team</li> <li>• Other Council departments</li> <li>• Local, State, Federal agency representatives</li> <li>• Residents, ratepayers and other users of Council services</li> <li>• Suppliers and contractors</li> </ul>		
<p><b>Reporting Lines:</b></p>		

This position reports to the Manager Corporate and Customer Experience.

The position does not supervise any other employees.

## **Accountabilities**

### **You will use your professional skills and experience to fulfil the following key responsibilities:**

- Provide customer service and administration support and effectively communicate accurate information.
- Provide assistance to both external and internal customers of Council, via the customer services desk and call centre.
- Receive customers and visitors to Council in a polite and courteous manner.
- Perform cashier duties such as accepting and receipting of payments, ensuring funds are allocated to the correct accounts and end of day processes balance.
- Register customer requests, including compliments and complaints, ensuring accurate information is entered into systems, to provide Council and other agencies with necessary information.
- Proactively respond to requests with a view to ensuring maximum resolution at a customer service level and only where unable to provide resolution escalate to appropriate officers, departments or managers
- Build an understanding of the business of local government and specific services provided by Council.
- Actively stay up to date of Council activities and services and trouble shoot customer issues at first point of contact.
- Participate in work rotations and communicate with relevant departments to obtain and evaluate all relevant information to handle service enquiries.
- Undertake appropriate opening and closing of the Administrative Centre and complete all required end of business day tasks.

### **You will contribute to a customer focused approach to service delivery by:**

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner.

- Ensuring that communication with customers is open, timely and transparent.
- Always act courteously and professionally towards customers
- Manage difficult situations and conflicts – calmly and professionally.

**You will contribute to an effective organisation by:**

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making.
- Support business excellence and continuous improvement practices.

**You will assist Council in achieving a financially sustainable future by:**

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs.

**You will assist Council to meet Records Information Management:**

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

**You will adopt a teamwork approach by:**

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities.

**You will ensure a safe and equitable workplace environment by:**


- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework;
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area;
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these;
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

**Other duties**

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training to enable them to acquire the range of skills they required for positions.

Position and Person Specification		
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Secondary School Certificate or equivalent</li> <li>• Current NSW Class C Drivers Licence (minimum provisional licence) or ability to obtain.</li> <li>• Genuine interest in pursuing a career in business/customer service industry.</li> <li>• Good literacy and numeracy skills</li> <li>• Good written and oral communication skills</li> <li>• Demonstrated experience in computer literacy.</li> <li>• Demonstrated commitment to a customer service culture and delivery of quality service</li> </ul>		
<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience in Microsoft Office Suite, including Word, Excel, Outlook etc</li> </ul>		
Acceptance of Position Description		
<p><b>Approved:</b> General Manager</p>	<p><b>Signature:</b> </p>	<p><b>Date:</b> 13/12/2024</p>
<p><i>I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.</i></p>		
<p><b>Accepted:</b> Employee Name</p>	<p><b>Signature:</b></p>	<p><b>Date:</b></p>