



**Customer Relations Officer**

**Incumbent**

**Department** Corporate and Community Services

**Main Purpose of the Role**

To present the first point of contact for all persons dealing with Council, both in person and by telephone and provide advice and assistance where appropriate.

To maximise community satisfaction with the Council’s library services providing a professional, efficient, courteous service to the public.

To promote the image of Council as being caring, courteous and efficient.

**Reports to** Customer Relations Coordinator

**Staff Supervised** Nil.

**Hours of Work** Part-Time – 20 hours per week

<b>Salary</b>	<b>Grade</b>	8	<b>Band</b>	2	<b>Level</b>	1	<b>Step</b>	E
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Document Name	Version Number	Date of Issue	Review Date
CORP – Position Description	1.0.1	30 June 2014	As required

## Part 1 – Operational Duties

- Receipt all payments made to Council
- Attend to reception enquiries and refer enquiries to appropriate officers when necessary
- Accept incoming telephone calls and refer enquiries to appropriate officer
- Organise the daily banking of cash and cheques
- Process companion animal registrations and maintain relevant records
- Undertake general word processing and other duties as directed
- Process customer action requests and database
- Provide reporting and follow up on Customer Request Management System
- Manage and order stationery when required
- Receive and coordinate meeting room bookings
- Provide assistance to customers requiring information and products provided by Services Australia (Centrelink, Medicare etc)
- Complete monthly reports and returns for NSW Trainlink, Services Australia, Companion Animals, Action Requests, room and hall hire spreadsheet
- Monitor and provide feedback to Customer Relations Coordinator
- Will be required to work at other Customer Relations locations within Greater Hume, when requested
- When required, process library loan and return transactions
- Coordinate library operational duties and supervise the maintenance of public areas and the library service desk
- Provide reference advice and assistance as required utilizing a range of information services
- Promote community use and understanding of technology resources and facilities through participation in reader education
- Provide input and participate in Library collection management, including identification of items for repair or withdrawal and suggestions for new purchases
- Promote Library services and encourage borrowing, membership and participation in programs by initiating contact with customers, advising customers of upcoming events and encouraging attendance
- When required assist with library programs which may include Storytime, Seniors Week, Library & Information Week, Book Week and annual author visits
- Record Library statistics accurately and compile reports as required
- Provide courteous and professional information services to customers using a range of information resources including books, journals, CD Roms, online databases and the Internet as well as referral to other appropriate agencies
- Promote Library services via social media platforms including Woofoo, and encourage borrowing, memberships and upcoming events
- Contribute to monthly Council reporting for Libraries including statistical data
- Perform other tasks or duties as directed by the Manager Risk & Governance, or Customer Relations Coordinator which are within the limits of the employee's skill, competence and training.

### Authority and Accountability

- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor
- Some planning is required since activities and resources need to be co-ordinated.

### Judgement and Problem Solving

- Problems are solved by applying standards, established practices and procedures, or operating instructions
- The job holder is required to make judgements and interpretations based on analysis of information and straightforward situations. He or she will improve and develop methods and techniques.

### Management Skills

- The job holder is responsible for own work and not normally required to direct or supervise other personnel.

### Interpersonal Skills

- This job requires written communication skills, which enable the job holder to write standard reports following prescribed formats.
- This job has constant direct contact with customers of the Council.
- This job requires high level verbal communication skills, which enable the job holder to:
  - Exchange/explain information
  - Explain situations
  - Participate in meetings/group discussions.

## Part 3 – Skills Qualifications and Experience

### Essential Criteria for Appointment

- Demonstrated passion for Customer Service and the desire to work in a highly customer focused team
- Exceptional interpersonal and communication skills
- Demonstrated experience in providing quality customer service, including the ability to be responsive to the needs of people from different customer groups across Council
- Well-developed computer skills, particularly in the use of Microsoft Office products such as Word, Excel and Outlook
- Ability to work both independently and in a team environment and communicate at all levels both internally and externally
- Accuracy and attention to detail in cash handling, transaction processing and recording documentation
- Demonstrated ability to develop documents of a high standard with minimal errors
- Ability to coordinate tasks, set priorities and work to timelines in a pressured and changing environment
- Demonstrated experience in public library operations and enthusiasm for public library programs and services
- Strong customer focus and highly developed customer relations skills
- Substantial knowledge of and experience in provision of professional information services in a public library
- Class C driver's licence.

### Entry Level Core Competencies

- Demonstrated ability to access and retrieve computer data (BSATEC102A)
- Demonstrated ability to operate a range of office equipment to complete routine tasks (BSATEC101A)
- Demonstrated ability to follow defined Work Health and Safety (WHS) policies and procedures (LGACORE102A)
- Demonstrated ability to provide service to customers in a local government environment (LGACORE103A)
- Demonstrated ability to work effectively in the local government context (LGACORE104A)
- Demonstrated ability to work with others in local government (LGACORE105A).

### Step 1 Pre-requisites

Skills, knowledge and other attributes for the position have been developed to a level where the work performance is accepted by the Director Corporate and Community Services as competent.

The assessment of performance being against the following:

- Demonstrated ability to provide information and advice regarding the products/services of the enterprise to meet client needs (BSAENT301A).
- Demonstrated ability to collect and provide information to facilitate communication flow (BWSACOM301A)
- Demonstrated ability to apply knowledge of enterprise to promote its products and services. (BSAENT201A).
- Demonstrated ability to select, operate and maintain a range of office equipment to complete a range of tasks (BSATEC201A)
- Demonstrated ability to process information to facilitate communication flow (AF25004)
- Demonstrated ability to maintain and record a cash receipting system (AF27003)
- Demonstrated ability to develop and apply knowledge of the library/information services industry (CULLB001A)
- Demonstrated ability to collect and provide information to facilitate communication flow (BSACOM301A)
- Demonstrated ability to develop and use information literacy skills (CULLB203B).

## **Step 2 Pre-requisites**

Quality and quantity of work are consistently performed at a higher than competent level.

The assessment of performance being against the following:

- Pre-requisites from Step 1, plus:
- Demonstrated ability to process client complaints to ensure the goals of the enterprise are met (BSAENT302A)
- Demonstrated ability to coordinate own work schedule with that of others to achieve agreed team/section goals (BSAORG301A)

## **Step 3 Pre-requisites**

Skills and knowledge for the position are at an advanced level and the amount of relevant experience extensive. The role is performed with ease.

The assessment of performance being against the following:

- Pre-requisites from Steps 1 and 2, plus:
- Demonstrated ability to implement improved work practices (BSBCMN210A).
- Demonstrated ability to exercise initiative in a business environment (BSBCMN301A).

## **Step 4 Pre-requisites**

- Pre-requisites from Steps 1, 2 and 3, plus:
- Demonstrated ability to coordinate the implementation of customer service strategies (BSBCMN410A)
- Demonstrated ability to compose correspondence and reports (AF25013)
- Demonstrated ability to develop, implement and review policies and procedures (LGACOM603A).

## Part 4 – WHS & R Responsibilities Accountabilities and Authorities

The following responsibilities, accountabilities and authorities set out hereunder form part of your job description.

### RWHS Responsibilities

- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work to your Supervisor
- Comply with all safe work practices and procedures set in place by Management (following consultation with relevant employees) and to observe all instructions issued to protect your health and safety or the health and safety of others
- Only undertake tasks that you have been appropriately trained in, and are qualified and competent to undertake in accordance with SafeWork NSW and other requirements
- Work towards achieving set RWHS targets and target completion times
- Support Rehabilitation in the workplace
- Cooperate with Council in the fulfilment of obligations placed upon Council in accordance with the current Work Health and Safety Act and Regulations
- Participate in workplace RWHS inspections
- Be vigilant and report risks that may affect persons outside Council i.e. members of the public, visitors, etc. Such risks may be due to deterioration in roads, footpaths, parks, drains and other infrastructure
- Ensure any RWHS Records are created and maintained in accordance with Council's policies and procedures
- Assist Management and/or trained staff in conducting RWHS Risk Assessments and in the implementation of control measures

### RWHS Accountabilities

- Following all Council Safe Work Practices and Procedures
- Reporting all incidents, accidents and injuries prior to completion of work on the day
- Participating in Team meetings
- Complying with all externally issued safety and health instructions issued by SafeWork NSW and government Agencies
- Attending all compulsory and relevant training

### RWHS Authorities

- To fix any problems/hazards within your scope of responsibility and financial delegation
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation to your Manager, Supervisor or Team Leader for immediate action.

### Critical Physical Factors

The following Critical Physical Factors are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these Critical Physical Factors as an inherent requirement of their employment.

- Ability to lift 15kgs floor to shoulder height occasionally
- Ability to squat and kneel on one or both knees occasionally for periods of 5 minutes
- Ability to climb steps / stairs occasionally
- Capacity to stand for sustained periods
- Ability to occasionally push and manoeuvre loaded trolley containing office equipment and other materials
- Capacity to maintain fine hand and finger use during periods of sustained computer use
- Capacity to sit for sustained periods
- Ability to alternate between sitting and standing constantly.

### Delegations

- Nil.

### Special Conditions of Employment

- A “**Working with Children Check**” and “**National Criminal Record Check**” is required for this position. Checks must be undertaken by the preferred candidate prior to formal appointment to the position, at Councils expense
- This position has been identified as “**child-related employment**” under the Commission for Children and Young People Act 1998. Relevant criminal history and apprehended violence order checks, structured referee reports and prior employment checks, including relevant disciplinary proceedings will be conducted on recommended applicants
- **It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position.** As an applicant for a child-related employment position you will be required to make a disclosure as to whether you are a prohibited person, that is, someone who has been convicted of a serious sex offence
- Health Monitoring for the purposes of meeting legislative and procedural requirements must be undertaken periodically. These requirements may include, but are not limited to:
  - Pre-Employment (including urine screening for Alcohol & Other Drugs, Spirometry and Serology) and Exit-Employment Medicals;
  - Bi - Annual Audiometric (hearing) Testing;
  - Bi - Annual Skin Checks
  - Bi – Annual Hazardous Chemical Screening
- All positions within Council are subject to random saliva testing for Alcohol & Other Drugs (AOD) as per Councils AOD Policy

### Additional Duties

- Nil.