



Mansfield Shire

Position Description

Customer Service
and Records Officer

High Country, Lakes and Rivers



Customer Service and Records Officer

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

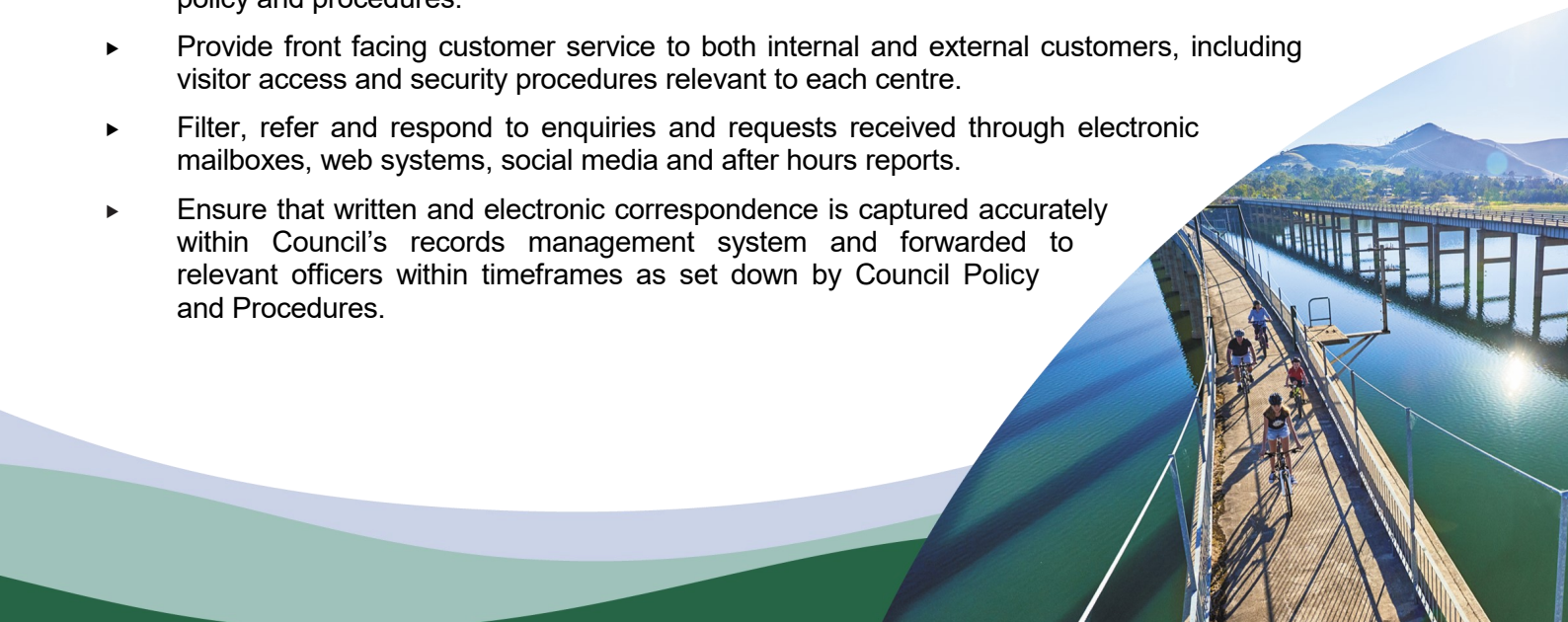
Position Number	Classification	Date
11.18	Band 4	July 2023
Unit	Enquiries	Status
Community and Economic Development	Coordinator Records and Customer Service	(FTE) 0.2

Position Objectives

The Customer Service and Records Officer is responsible for the provision of high-quality responses to a diverse range of customer enquiries including, requests for service, advice on Council's products and services, financial transactions, and agency tasks across a number of channels. This role will consistently deliver timely and accurate information to a range of stakeholders and, as the first point of contact with Council, must be highly organized, courteous and professional. The position will also assist with the maintenance of an efficient and reliable records management system.

Technical Accountabilities

- ▶ Receive and respond to requests for information or services based on acquired knowledge and information available in Council's systems.
- ▶ Provide internal and external customers with a clear understanding of Council services, processes and timeframes.
- ▶ Process payments received from both internal and external customers in accordance with Council policy and procedures.
- ▶ Provide front facing customer service to both internal and external customers, including visitor access and security procedures relevant to each centre.
- ▶ Filter, refer and respond to enquiries and requests received through electronic mailboxes, web systems, social media and after hours reports.
- ▶ Ensure that written and electronic correspondence is captured accurately within Council's records management system and forwarded to relevant officers within timeframes as set down by Council Policy and Procedures.



Organisational Relationship

Reports to

Coordinator Records and Customer Service

Supervises / Manages

Nil

Internal Liaisons

All other staff

External Liaisons

General public, residents and ratepayers, State Government Departments and Agencies

Relevant community groups and organisations

Local Government Victoria

Specialist Knowledge and Skills

Knowledge of:

- ▶ Customer service practices and principles
- ▶ Modern records management systems and understanding of relevant technology processes used.
- ▶ Council's products and services.

Skills and Competencies

- ▶ Proficiency using MS Office suite of products.
- ▶ Well-developed administrative skills, including records management.
- ▶ Excellent front-line customer service/customer relations delivery

Our Values

Communication

Co-operation

Trust and
Honesty

Respect

Qualifications and Experience

Experience

- ▶ Minimum of two years' previous experience in a dynamic and complex customer facing role.
- ▶ Experience in cash handling and end-of-day balance procedures.

Qualifications

- ▶ Completion of a post-secondary qualification relevant to the role or knowledge and skills gained through extensive experience in a similar position.
- ▶ Current Victorian drivers licence.

Key Selection Criteria

- ▶ An ability to deliver high performing and dynamic customer service in a professional, courteous and efficient manner.
- ▶ Demonstrated proficiency in dealing with difficult customers and complex issues utilising conflict resolution skills and a solution focused approach.
- ▶ Proven ability to work cooperatively in a team environment and to build and maintain effective working relationships.
- ▶ Demonstrated ability to recognise and respect confidentiality and privacy matters.
- ▶ A basic understanding of the role of Local Government.
- ▶ Proficient in the use of the MS Office suite of products and well developed computing skills.

Position Descriptors – Band 4

Organisational Accountabilities

- ▶ Ensure that Mansfield Shire Council's Code of Conduct and all policies and procedures are adhered to including Occupational Health and Safety (OH&S) and Human Resource management procedures and practices
- ▶ Support organisational development and continuous improvement initiatives within the Council.
- ▶ Understand the principles of risk management and their application to all Council activity.
- ▶ Provide quality customer service and accurate information on Council products and services and communicate with customers in a friendly and courteous manner
- ▶ Effectively manage customer enquiries and complaints and deliver punctual and reliable service.
- ▶ Provide assistance with Municipal Emergency Services as required.
- ▶ Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.
- ▶ Be committed to the implementation of the Council Plan and annual Business Plan of Council.
- ▶ Work cooperatively and ensure positive communication and relationships with all staff, across all departments.
- ▶ Contribute to the improvement of the department by innovation and personal initiatives and contribute to team meetings.
- ▶ A commitment to the principles that support the safety and wellbeing of all children

Organisational Context

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

- ▶ Community and Corporate Services Directorate
- ▶ Infrastructure and Planning Directorate
- ▶ People and Culture Department
- ▶ Communications

Interpersonal Skills

- ▶ This position requires the ability to gain cooperation and assistance from both other employees and customers.
- ▶ Oral and written communication skills to enable the preparation of routine correspondence and reports if required.

Extent of Authority

- ▶ The role will be required to provide information to customers and information and support to more senior employees. There may be a requirement from time to time to also supervise resources including other employees.
- ▶ Freedom to act is limited by standards and procedures and work will generally fall within specific guidelines with scope to exercise discretion in the application of established standards and procedures.
- ▶ Sufficient freedom will be given to be able to plan workload in advance.
- ▶ Decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

Judgement and Decision Making

- ▶ This position has the objectives of the work well defined, however particular methods, processes or equipment to be used will be selected from a range of available alternatives. This often requires the quantification of the amount of resources needed to meet objectives.
- ▶ The particular tasks to be performed by this role will involve selection from a range of techniques, systems, equipment, methods or processes.

Management Skills

- ▶ Skills in managing time, setting priorities and planning and organising one's own work.
- ▶ Basic knowledge of, and ability to implement personnel practices and the ability to provide employees under this role's supervision with on-the-job training and guidance.

Diversity and Inclusion

- ▶ Mansfield Shire Council is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace.
- ▶ We value inclusion and diversity within our workforce and our community, supporting the invisible and visible qualities of all who walk through our doors. As an employee of Mansfield Shire Council, you will respect and show kindness to all regardless of ethnicity, sexuality, identity or any other protected attribute.

How to apply

1

Cover letter

Prepare a cover letter providing a snapshot of why you are interested in the position and the reasons we should hire you. Include any required information that has been outlined in the job advertisement. Your cover letter should be no longer than one page in length.

2

Key selection criteria

Respond to the list of key selection criteria clearly demonstrating how your qualifications and/or experience would help you to meet the requirements of the role. **Please ensure that you address all key selection criteria contained within the position description.** This document should be kept to a maximum of two pages if possible.

3

Resumé

Provide your up to date resumé containing a summary of your skills, employment history, experience, knowledge and abilities. A good resumé will be tailored to the position you are applying for with emphasis on the skills and experience that directly relate to the role.

4

Submit your application by the closing date

Once you have collated the necessary documents, visit the Mansfield Shire Council's 'Information for Applicants' web page at mshire.co/applicant-information, for information on how to submit your application. All information must be received by Council prior to the advertised closing date.

For more information please contact:

Jane Carter, Coordinator Records and Customer Service on (03) 5775 8502

More detailed information on how to apply is available at

mshire.co/applicant-information

including tips for addressing key selection criteria, writing a cover letter and resumé.

OFFICE USE ONLY

Authorised by CEO:



Employee's
Signature

Date:

13/07/2023

Employee's
Name

Date: / /



Mansfield Shire