



Mansfield Shire

# Position Description

Customer Service and  
Administrative Support

High Country, Lakes and Rivers



# Customer Service and Administrative Support

**Vision** - Together we work with our community to make Mansfield Shire an even better place.

**Mission** - As one team, we plan, engage, communicate and deliver for our community

Position Number	Classification	Date
86.2	Band 4	July 2027
Unit	Enquiries	Status (FTE)
Capital Works & Engineering	Executive Manager Capital Works & Operations	1.0

## Position Overview

The Customer Service and Administrative Support provides a range of customer service and administration support functions to meet operational and statutory requirements for the Capital Works & Operations and Engineering Services Departments.

## Key Accountabilities

- ▶ Maintain a detailed working knowledge of the departments to enable an efficient and reliable response to customers (internal and external).
- ▶ Support the relevant departments with administration of Council's customer request management system.
- ▶ Compile and distribute reports, statistical information and presentations.
- ▶ Provide support to the departments including arranging appointments, coordinating meetings, information sessions and other tasks as required.
- ▶ Develop and maintain procedures to ensure the departments operate effectively in delivery of service.
- ▶ Actively participate in team meetings and ensure a team approach to ensure a coordinated and productive outcome in the delivery of services.
- ▶ Maintain appropriate records, registers and databases.
- ▶ Distribute and process correspondence, as required.
- ▶ Draft media releases and ensure Council's website is up to date with user friendly and relevant information.



## Organisational Relationship

### Reports to

Executive Manager Capital Works & Operations  
Manager Engineering Services

### Supervises / Manages

Nil

### Internal Liaisons

All other staff

### External Liaisons

General Public, Residents, Business Operators & Ratepayers

## Specialist Knowledge and Skills

### Knowledge of:

- ▶ The scope of Council’s relevant department functions and responsibilities.
- ▶ Organisation wide functions and services.
- ▶ Public records legislative requirements for record keeping and archiving of records.
- ▶ Systems and processes for ensuring security of Council records .

### Skills and Competencies

- ▶ High standards of accuracy and attention to detail.
- ▶ Experience in the use of Microsoft Office applications and electronic document management systems.
- ▶ Excellent front-line customer service/customer relations service delivery.
- ▶ Excellent customer complaints handling skills.

## Our Values



## Qualifications and Experience

### Experience

- ▶ Previous relevant experience in a similar position.

### Qualifications

- ▶ Current Victorian drivers license.
- ▶ Post secondary qualifications relevant to business administration and demonstrated knowledge of Local Government (preferred but not mandatory)

## Key Selection Criteria

- ▶ Demonstrated proficiency in the use of various Microsoft Office, database, web-based and email software packages.
- ▶ High standards of accuracy and attention to detail with proven administrative skills including the processing of applications, preparation of correspondence and compilation of associated reports and presentations.
- ▶ A strong understanding of local government procedures and processes.
- ▶ Understanding and demonstrated skills in the provision of quality customer service.
- ▶ Strong verbal and written communication skills and the ability to liaise with the community and other key stakeholders.
- ▶ Sound record management skills.
- ▶ Ability to manage and prioritise numerous tasks to meet required time lines.

## 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.

### 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.

### Organisational Context

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

- ▶ Community Health & Wellbeing
- ▶ People, Communication & Governance
- ▶ Capital Works & Operations
- ▶ Investment & Planning Services.
- ▶ Business & Finance
- ▶ Development & Customer Services

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

### 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](http://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:

Justin Hotton, Executive Manager Capital Works and Operations on (03) 5775 8555

More detailed information on how to apply is available at  
[www.mansfield.vic.gov.au/council/work-with-us/information-applicants](http://www.mansfield.vic.gov.au/council/work-with-us/information-applicants)  
including tips for addressing key selection criteria, writing a cover letter and resumé.

## OFFICE USE ONLY

Authorised by CEO:



Employee's  
Signature

Date:

29/6/2026

Employee's  
Name

Date: / /



Mansfield Shire