

TENTERFIELD SHIRE COUNCIL



**Position Information Package
Casual Customer Service Assistant
Reference No: 10/20**

Index

Item
Copy of Advertisement
Job Application Cover Sheet
Position Description (Including Selection Criteria)
Important Information for Applicants All applicants are requested to read this information

July 2020



Position Vacant

Applications are invited for the below position:

Casual – Administration Assistant – PV 10/20

Hourly Salary: \$26.93 – \$29.74 per hour + 25% casual loading + 9.5% superannuation.

Tenterfield Shire is calling for applications from experienced persons with demonstrated knowledge in Customer Service and Administration. The position is employed by Council's Office of the Chief Corporate Officer in the section of Customer Service, Governance & Records to cover short term staff shortages due to leave, illness, or unusual changes in work demand.

This casual position is required to be flexible and multi skilled, in order to ensure delivery of varied administrative and customer service support associated with mailing, banking, telephone duties, typing and correlating correspondence, proofreading, record keeping, morning/afternoon tea preparation, Customer Service/Receiving functions as well as other duties as required.

Further information and details can be obtained in Council's **Position Information Package**, or by contacting Council's Manager Customer Service, Governance & Records or HR, Workforce Development & Safety on 02 6736 6000 (during business hours).

Applications **addressing the selection criteria** should be emailed to the Chief Executive at council@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4pm, 16 July 2020**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect, & Excellence (ICARE).

Applicants must be an Australian citizen/resident, or hold a visa that allows employment in Australia.

Terry Dodds
Chief Executive



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 10/20**

Position applied for: **Casual Administration & Customer Service Assistant**

Mr **Family Name:** _____

Mrs **Given Names:** _____

Ms **Preferred Name:** _____

Miss

Postal Address:

Telephone (please ensure you can be contacted on this number during business hours i.e. 9am - 5pm)

Home: _____

Mobile: _____

Other: _____

Email: _____

Please tell us where you heard about this position _____

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence to:

Chief Executive
Tenterfield Shire Council
**Confidential: Job Ref No: 10/20 – Casual
Administration & Customer Service Assistant**
PO Box 214
TENTERFIELD NSW 2372
council@tenterfield.nsw.gov.au

Job Enquiries:

Manager Customer Service, Governance & Records
Phone: (02) 6736 6000 (during business hours)
Email: council@tenterfield.nsw.gov.au

HR, Workforce Development & Safety
Phone: (02) 6736 6000 (during business hours)
Email: council@tenterfield.nsw.gov.au



Position Description
Casual Administration & Customer Service Assistant

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Chief Corporate Officer
Section:	Customer Service, Governance & Records
Position Identifier:	ACSA/V1
Classification:	Grade 5
Industrial Instrument:	Local Government (State) Award
Location:	Administration Building, 247 Rouse Street, Tenterfield.
Date position description approved	10 January 2019

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

To promote a positive image of Council when dealing with internal and external customers and stakeholders.

To complete varied administrative and customer service tasks associated with mailing, banking, cashiering, telephone duties, customer contact, typing and correlating correspondence, proofreading, record keeping, petty cash, refreshment provision,

preparation and set up in Council Chambers for meetings and functions, as well as other duties, as required, to ensure Councils corporate values are maintained to established standards.

Key accountabilities

This role is required to deliver:

Customer Service

- Provide quality frontline customer service representing Council in a positive and professional manner.
- Handle customer enquires in a courteous and polite manner
- Handle difficult or threatening situations professionally in accordance with Policy
- Refer the customer onto the correct officer with a minimum of fuss
- Maintain quality public relationships and promote a positive image for Council
- Ensure reception areas are well presented, neat and tidy, always
- Exhibit Displays material as required and ensure it is maintained in an up-to-date fashion
- Perform the role of Justice of the Peace as required (if a JP)
- Process street stall applications
- Comply with Council's Customer Service Charter
- Maintain confidentiality and comply with privacy requirements.

Receipting

- Receipting of cash, cheque, EFTPOS, direct deposit, Post Billpay, Bpay, and credit card payments
- Balance and reconcile receipts each day
- Monitor cash balances throughout the day
- Daily preparation of deposit books for banking
- Receipting searches and enquiries
- Process season tickets, and receipt certain monies for the swimming pool
- Process payments received at Cinema, Library, and Waste Facilities, Visitors Information Centre

Companion Animal Registrations

- Register companion animals
- Enter companion animal registration into the online register
- Monthly reconciliation of Animal Companion Register

General Duties

- Prepare and complete Section 603 Certificates
- Fly the Australian, State and Aboriginal Flag each morning and take down each evening
- Assist with photocopying and scanning
- Assist in sending rate and water billing notices
- Assist other staff as required and directed
- Maintain Name and Address Registers, and Visitor sign in registers/processes
- Process property transfers
- Process pension rebate applications
- Provide copies of rates notices and check for changes such as additional levies
- Create and maintain customer service records, records registrations

Administrative Duties

- Undertake all administrative activity adhering with current systems, Policies and procedures.
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- Typing of correspondence, reports, and forms for the Customer Service, Governance & Records section, and miscellaneous items such as advertisements, cinema tickets and media releases for other staff members as required.
- Proof read, collate and bind documents.
- General photocopying and faxing duties as required.
- Maintain adequate levels of stationary such as computer paper, envelopes, forms and letterhead for various areas in Council, and conduct regular morning and afternoon checks to ensure that paper trays in both photocopier machines are full.
- Reconcile Petty Cash for Office, Library and Visitor Information Centre.
- Maintain awareness of Council's website as an information resource.
- Assist the Executive Assistant & Media, and the Administration & Web Assistant when required.
- Other related duties as may be required by the Manager.

Mailing

- Preparation of mail, e.g. folding, sealing and entering into Postage Record Book.
- Delivery and collection of mail from Post Office.
- Hand delivery of correspondence to solicitors and other business addresses etc.
- Typing of envelopes for various staff members.
- Assist in registering of correspondence, as required.
- Reconciliation of Postage Record Book.

Banking

- Check the totals in the deposit book, and on deposit slips, correspond with monies in cash bag as well as cheques.
- Delivery Banking to National Australia Bank and other Banks as required.
- Return any correspondence from bank to relevant council staff member, e.g. Manager Finance & Technology.

Telephone

- Operate Council's telephone system. All incoming telephone calls are dealt with professionally and in a sensitive and confidential manner, and redirected to appropriate departmental staff, or messages recorded in Council's Customer Service system and passed on effectively.

Civic Functions – Morning/afternoon Teas and Lunches

- Set up Council Chambers and Committee Room for Council meetings, and other meetings when required.
- Maintenance of Staff and Council Chambers kitchen.

Note: Other duties within the skills, competency and qualification requirements for the position, and as required by the Manager Customer Service, Governance & Records.

Key challenges

Providing key customer service delivery to internal and external stakeholders.

Key internal relationships

Who	Why
Manager Customer Service, Governance & Records, Executive Assistant & Media, Administration & Web Assistant, internal staff as required.	Service Delivery

Key external relationships

Who	Why
Ratepayers, Community Members.	Service Delivery

Key dimensions

Decision making

In line with approved delegations.

Reports to

Manager Customer Service, Governance & Records

Essential requirements





Flexibility and adaptability to working arrangements, to maintain the assistance and support required for Council.

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://www.lgnsw.org.au/capability>.

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	Foundational
 Relationships	Communicate and Engage	Foundational
	Community and Customer Focus	Foundational
	Work Collaboratively	Foundational
	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

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Understands what needs to be done and steps up to do it Pursues own and team goals with drive and commitment Shows awareness of own strengths and weaknesses Asks for feedback from colleagues and stakeholders Makes the most of opportunities to learn and apply new skills
Personal Attributes Display Resilience and Adaptability	Intermediate	<ul style="list-style-type: none"> Adapts quickly to changed priorities and organisational settings Welcomes new ideas and ways of working Stays calm and focused in difficult situations Perseveres through challenges Offers own opinion and raises challenging issues

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Maintains confidentiality of customer and organisational information • Is open, honest and consistent in words and behaviour • Takes steps to clarify ethical issues and seeks advice when unsure what to do • Helps others to understand their obligations to follow the code of conduct, legislation and policies • Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Personal Attributes Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> • Takes responsibility for own actions • Completes tasks he/she has agreed to on time • Is aware of the decisions that need to be referred to a manager or supervisor and acts accordingly • Takes care of own and others' safety and wellbeing by following safe work practices • Identifies and speaks up about risks in the workplace
Relationships Communicate and Engage	Foundational	<ul style="list-style-type: none"> • Speaks at an appropriate pace and volume • Uses appropriate body language and facial expressions • Explains things clearly • Allows others time to speak • Shows sensitivity to cultural, religious and other individual differences when interacting with others
Relationships Community and Customer Focus	Foundational	<ul style="list-style-type: none"> • Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/community needs • Informs customers of progress and checks their needs are being met
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> • Keeps team and supervisor informed of what he/she is working on • Shares knowledge and information with team members and other staff • Offers to help colleagues and takes on additional tasks when workloads are high • Is aware of the wellbeing of co-workers and provides support as appropriate • Is open to input from people with different experiences, perspectives and beliefs

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Foundational	<ul style="list-style-type: none"> Helps find solutions to problems he/she raises Uses facts and sound reasoning to make a case Listens to understand others' interests and needs Is tactful when disagreeing or proposing a different approach or outcome Works towards mutually satisfactory outcomes
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> Understands team objectives and own contribution Plans and organises own work tasks Asks when unsure about the relative priority of allocated tasks Manages time appropriately and re-prioritises as required Identifies and informs supervisor of issues that may impact on completion of tasks
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Finds and checks information needed to complete own work tasks Breaks down information and issues into component parts Thinks through the options available and checks his/her suggested approach Refers complex issues and problems to a manager/supervisor
Results Create and Innovate	Foundational	<ul style="list-style-type: none"> Contributes own knowledge and ideas Suggests improvements to the way work is done
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Takes the initiative to progress work tasks Clarifies work required and timeframe available Identifies what information/resources are needed to complete work tasks Checks own work for accuracy, quality and completeness Completes tasks under guidance, on time and to the required standard
Resources Finance	Foundational	<ul style="list-style-type: none"> Shows respect for the value of public money Calculates and records financial information accurately Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines
Resources Assets and Tools	Foundational	<ul style="list-style-type: none"> Uses core work tools and equipment effectively Takes care of work tools, equipment, accommodation and community assets

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Technology and Information	Intermediate	<ul style="list-style-type: none">Shows confidence in using core office software and other computer applicationsMakes effective use of records, information and knowledge management systemsSupports the introduction of new technologies to improve efficiency and effectiveness
Resources Procurement and Contracts	Foundational	<ul style="list-style-type: none">Complies with basic ordering, receipting and payment processesChecks quotes and invoices for accuracyChecks that invoiced fees and charges match goods or services delivered

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Certificate III/IV in Business or equivalent.
2. Demonstrated experience in providing confidential administrative support and maintain appropriate administrative systems
3. Ability to work in a team environment and communicate at all levels both internally and externally. Productive working relationships evidenced.
4. Excellent Customer Service skills with a commitment to providing a high quality standard of service and possess excellent interpersonal and presentation skills
5. Demonstrated knowledge of cash handling accuracy and cash payments
6. Demonstrated proficiency in computer applications including Outlook, Word, Excel and data base applications
7. Demonstrated experience in performing general office tasks including answering telephones, responding to general enquiries, providing customer services, general filing and scanning, maintaining an electronic mail book and handling petty cash in order to achieve results
8. Demonstrated ability to coordinate tasks, set priorities and work to timelines in a pressured and changing environment. Sound Problem solving abilities.
9. Well-developed oral and developing written communication skills.
10. Possess a basic understanding of Workplace Health & Safety and Equal Employment Opportunity as they apply at the workplace level.
11. NSW Class C Drivers Licence or equivalent
12. Pass Police/Criminal Check.

Desirable:

1. Certificate in Customer Service or equivalent.

General Information

Hours of work:

Casual employment. Work hours are 8:30am to 5:00pm Monday to Friday, with an hour lunch break. Hours are negotiated with direct Supervisor/Manager.

Entitlements:

Employment entitlements are in accordance with the Local Government (State) Award, Casual employment.

As a Casual employee, a 25% loading in lieu of leave is provided, no leave entitlements will accrue.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following:-

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Learning and Development:

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

Code of Conduct and Council Policies, Protocols, Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Council Uniform:

Administrative staff may participate in Council's Corporate Uniform Protocol (please discuss with the Manager HR, Workforce Development Safety at the time of appointment).

Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

Physical:

The incumbent must be physically able to carry out administrative tasks in an ergonomically safe and healthy manner.

Job Description:

This position description is indicative and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.



IMPORTANT INFORMATION FOR INTERNAL APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the selection criteria listed in the Position Description and how they present at interview.

The Job Information Package

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

The Position Description

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

Selection Criteria (Essential and Desirable)

The Essential Criteria must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

The Desirable Criteria enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria, but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following:-

Demonstrated means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

Knowledge of or the ability to rapidly acquire the knowledge of means that you already have the required knowledge or you can provide examples of past situations which have required the rapid acquisition of knowledge.

Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.

Shortlisting and Interview

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are held at Council Chambers. Face to face interviews are preferred; however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele conference. The same interview questions and format is followed for each candidate and the interview process usually takes 30 minutes.

Referees

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

Appointment Process

The process normally takes a few days up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical. If the applicant accepts the position, the HR, Workforce Development & Safety team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

Some general points to remember when applying for a position

- Applicants are encouraged to read the job Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed, and addressed to the Chief Executive.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.
