

POSITION DESCRIPTION

Position Title:	Community & Customer Services Assistant
Position Number:	7040
Group:	Organisation and Community Capacity
Business Unit:	Community Service Delivery
Service Unit:	Community Services
Reports To:	Community Services Support Officer
Grade:	5
Hours Of Work:	Casual
Last Date Of Review:	July 2019
Last Date Of Evaluation:	October 2017

Role Function Summary

Community and Customer Services Assistants are an integral part of the Community Service Delivery Team working together to achieve the objectives and initiatives outlined in Council's Management Plan.

Community and Customer Services Assistants are primarily responsible for assisting with frontline customer service functions across Council's Community and Customer Service sites. This assistance includes basic administrative duties, supervision of young children and customer service. Locations of work may include the Library, Youth Venue, OOSH, Visitor Information Centre and/or Customer Service.

It is a requirement of employment with Singleton Council that all staff undertake their work in a manner that will not harm themselves or others.

Key Responsibilities (Major and Essential Job Functions)

Customer Service

- Promoting a positive image of Council and its responsibilities.
- Handling customer enquiries and complaints.
- Providing day to day operations relevant to the location, e.g.
 - Library – circulation, reference, shelving, assisting with programs and activities;
 - Youth Venue – providing supervision for young people participating in programs/activities;
 - Out Of School Hours – providing supervision and care for school aged children attending before/after school and/or vacation care;
 - Visitor Information and Enterprise Centre – providing tourist information, retail sales, customer service enquiries
 - Customer Service – working in a contact centre environment answering phone calls and/or handling front counter enquiries related to Council products and services

Other Functions and Responsibilities

- To support other positions in relief capacity as required.
- Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management and quality assurance as they relate to this position.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required by the business from time to time that are within the skills, competence

and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

Community Vision	Singleton. Vibrant, progressive, connected, sustainable & resilient.
Organisation Vision	ESP - Engaged people; Safe workplace; and a Performance based culture
Our Purpose:	To 'create community"
Values and Behaviours	Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are: Accountable: We know what we do, and do what we say Connected: We work together to create community Integrity: We do the right thing Care: We are people who care Adaptable: We are ready to respond
Safe Workplace	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will display and promote safety in the workplace at all times.
Policies and Procedures	The responsibilities of this position are completed in line with all Council policies and procedures related to this position. Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management and quality assurance as they relate to this position.

Organisational Relationships

Internal Relationships:	Community Services Support Officer Manager Community Service Delivery Library Teams Youth Services Team Customer Service Team VIEC Team OOSH Team Other Council Staff Customers
External Relationships:	
Direct Reports:	Nil
Indirect Reports:	Nil

Specifications and Technical Skills:

Essential Criteria

- Experience using computer applications including internet, email and word processing.
- Demonstrated teamwork skills.
- Demonstrated commitment to quality customer service through continuous improvement strategies.
- Sound communication and conflict resolution skills.
- Working with Children Check.

Desirable Criteria

- Experience in a public library environment, youth service, childcare including OOSH or local government customer service roles.
- TAFE Certificate II in Information Services.

- An understanding of Work Health and Safety.

Licences and Tickets:

- Nil

Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting				✓								
Walking		✓								✓		
Standing		✓								✓		
Bending			✓									
Squatting				✓								
Climbing				N/A								
Kneeling				✓								
Twisting				✓								
Lifting			✓									
Driving				N/A								

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Repetitive Hand Movements			Yes <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>
			Right Hand						
Simple Grasping (hold bottle)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Simple Grasping (hold bottle)			Yes <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>
Power Grasping (tight grip)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Power Grasping (tight grip)			Yes <input type="checkbox"/>	<input type="checkbox"/>	No <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing Pulling (to from body)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Pushing Pulling (to from body)			Yes <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Fine Manipulation (fine finger)			Yes <input type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	<input checked="" type="checkbox"/>

Tick below if these are requirements of the position:

	Operating mobile plant	Working with paints, solvents, oil, grease
✓	Light repetitive handling	Cold environment
	Dog/cat control	Climbing, working at heights
	Cattle, sheep handling	Confined spaces work
	Native Animal, reptile handling	Customer contact
	Garbage collection	Screen based work (intermittent)
	Office, toilet cleaning	Screen based work (constant)
	UV exposed	Clerical deadlines
	Herbicide/Pesticide use	Supervisory – clerical, planning, deadlines
	Cooking	Building trades work
	Walking on Slopes / Hills / Gradients	Motor trades work
	Walking on uneven surfaces	Child care
	Working with bitumen	Hospitality
	Working with concrete	Exposure to dust or fumes

Skills Progression and Assessment Record:

Position Title: **Community and Customer Services Assistant** Employee:

Skill Progression Requirements <input checked="" type="checkbox"/> Step Achieved	Salary Step	N/A	1	2	3	4
Provide effective service to internal and external customers	1					
Effectively operate all relevant software including databases, email, Microsoft Office, Council systems, e.g. LMS, Records system	1					
Display sound oral and written communication skills, including conflict resolution, customer liaison, telephone manner, email and phone messages	1					
Demonstrated understanding of Council policy, protocol and procedure	1					
Demonstrated understanding of WHS principles and commitment to working in a safe manner	1					
Self-motivated, demonstrates initiative and proactively supports the Community/Customer Services Teams	2					
Contribute to the Community Services Teams programming & activities	2					
Ensures Council's resources are used efficiently and effectively to maximise impact and serve the community responsibly.	2					
Displays initiative in meeting the needs of at risk young people	2					
Effective marketing of Community/Customer services and programs	2					
Demonstrated ability to provide sound instruction and troubleshooting of technology and equipment relevant to the role	3					
Demonstrated continuous improvement principles including seeking feedback, suggesting ideas for improvement, setting goals and undertaking training	3					
Demonstrated autonomy in managing own workload	3					
Demonstrated ability to provide sound instruction on reference tools, database searching and internet use	3					
Assist in delivering effective programs and/or activities that support Community/Customer Services goals	3					
Demonstrated ability to backfill a specialist Community/Customer Services role	4					
Demonstrated ability to plan, implement and review programs and/or activities to meet Community/Customer Services goals	4					
Proactively contribute to the review policy, protocol and/or procedures relevant to the role	4					
Proactive contribution to WHS and Risk Management procedures	4					
Effectively build partnerships and liaise with individuals and community groups to develop new initiatives	4					

Skills Review Year (eg 2023): _____ Position: _____

Annual Skills Assessment:

The following is to be completed at the time of the annual skills assessment.

People Leader's comments on Employee's skill step assessment:

Employee's Comments: _____

Name _____ Signature _____ Date _____

Coordinator's Comments: _____

Name _____ Signature _____ Date _____

Manager's Comments: _____

Name _____ Signature _____ Date _____

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				