



## **Customer Services Officer - Casual**

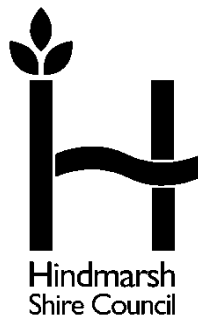
Thank you for your interest in applying for the position of Casual Customer Services Officer with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Employment Details
- Benefits of working with Hindmarsh Shire Council
- Position Description
- Key selection criteria
- Details on applying for a position with Hindmarsh Shire Council

For general details of the Council, please refer to the following website:  
[www.hindmarsh.vic.gov.au](http://www.hindmarsh.vic.gov.au).

For further information about the position or duties involved, please contact Christa Farinha, Human Resources & Payroll Coordinator, on (03) 5391 4444 or [hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au).



### **Opportunity this way...**

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

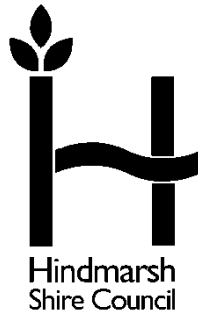
As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

#### **Some of the benefits of working at Hindmarsh Shire Council include:**

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Active Social Club
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



## **Benefits of working with the Hindmarsh Shire Council**

Working at the Hindmarsh Shire, you will be rewarded with an attractive salary, employee assistance program, union deductions and / or rates from fortnightly pays and superannuation salary sacrifice.

As the Council provides a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities can vary from Administration, Engineering, Home Care and Management.

### Enterprise Bargaining Agreement:

Our enterprise bargaining agreement means staff are able to work their way through banding by undertaking annual performance reviews, while also receiving an annual pay increase after July each year.

### Employee Assistance Program:

Our employee assistance program (EAP) means staff have access to counsellors. Hindmarsh Shire Council value staff and their contributions, if staff are having difficulties at work or home we offer access to an independent Counselor.

### Union Membership:

Union membership deductions are able to be made through fortnightly pays.

### Rates:

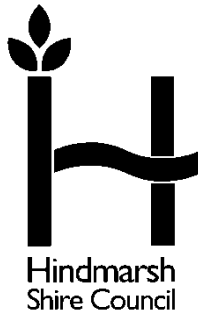
Employees living and owning a property in the Hindmarsh Shire have the option of rates deductions through their fortnightly pays.

### Salary Sacrifice:

Employee options for salary sacrifice into Superannuation.

**Employment Details for the Position of:  
Customer Services Officer**

<u>Status:</u>	Casual
<u>Location:</u>	The position will be based at the Hindmarsh Shire Council's Rainbow & Jeparit Offices; however it may be necessary to work at Council's Nhill office during periods of staff leave.
<u>Award:</u>	Victorian Local Authorities Award 2001
<u>Enterprise Agreement:</u>	Hindmarsh Shire Council Enterprise Agreement No 8, 2016
<u>Classification:</u>	Band 4
<u>Salary:</u>	\$36.72 per hour (including Casual Loading), plus Superannuation (compliant with Government requirements)
<u>Superannuation:</u>	Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
<u>Qualifying Period:</u>	This position is subject to an initial six (6) month qualifying period.
<u>Pre-Employment Medical:</u>	It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
<u>Police Check:</u>	It is a condition of employment that appointees must undertake a police check prior to commencement of work.



**HINDMARSH SHIRE COUNCIL**

**POSITION DESCRIPTION**

1. **POSITION IDENTIFICATION:**

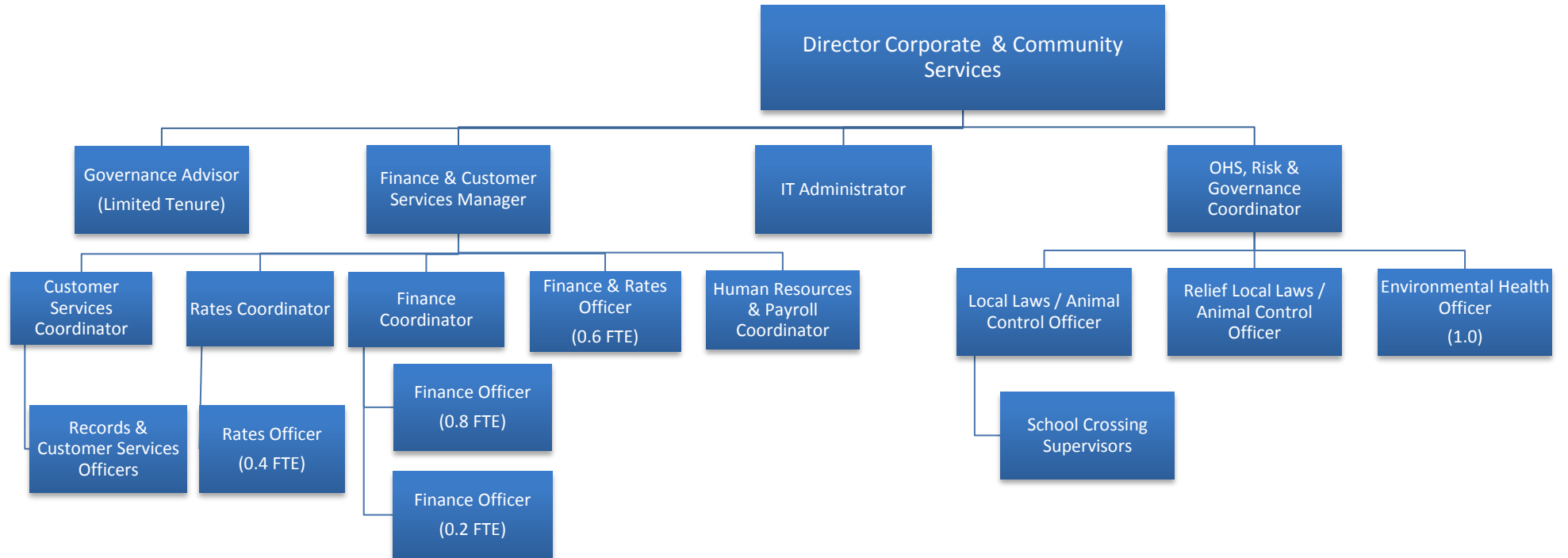
**Position:** Customer Services Officer  
**Department:** Corporate & Community Services  
**Starting Point/Location:** Rainbow / Jeparit / Nhill Offices  
**Classification:** Band 4 per the Victorian Local Authorities Award and Hindmarsh Shire Council Enterprise Agreement  
**Employment Type:** Casual

2. **CURRENCY:**

**Date Approved:** 31 October 2017  
**Name of Occupant:** Vacant  
**Signature:** ----- **Date**-----

**Prepared By:** Monica Revell **Date** 31 October 2017  
**Approved By:** Monica Revell **Date** 31 October 2017  
**H.R Approved:** Christa Farinha **Date** 31 October 2017

**ORGANISATIONAL CHART:**



### **3. POSITION OBJECTIVES:**

The Customer Services Officer delivers telephone and front counter services to maintain the professional standing of the Hindmarsh Shire Council and provides administrative support for the Customer Services Unit in accordance the key responsibility areas of this Position Description.

The position is based at Hindmarsh Shire Council's Rainbow and Jeparit offices; however it will be necessary to work at Council's Nhill office during periods of staff leave.

### **4. KEY RESPONSIBILITY AREAS:**

#### **Telephone and Counter Support**

- Ensure that telephone and counter services are delivered professionally and courteously by attending to inquiries promptly and in accordance with the standards of the Unit.

#### **Receipts and Banking**

- Administer the accurate collection of monies, issue of receipts and attend to banking duties in an efficient manner with due respect to the correct allocation of monies and reconciling at all times.
- Responsible for the distribution of petty cash and collections of receipts.
- Responsible for ensuring Electronic Funds Transfer payments are receipted in an efficient and timely manner.

#### **Animal Registrations**

- Collecting fees, processing tags and updating the animal registrations register.

#### **Corporate Articles**

- Ensure all newspaper articles related to Hindmarsh Shire Council are registered in InfoXpert.

#### **VicRoads**

Collection and receipting of monies and issuing of receipts, registrations, licences, permits and other VicRoads duties as required by the Customer Services Coordinator. Duties will include:

- Unregistered vehicle permits
- Registration of Vessels
- Ordering of new number plates
- Registration of Tractors
- Registration of 6x4 trailers
- Issuing work diaries
- Learner Permits
- Issuing of boat licences
- Various licence renewals
- Provide various forms as required
- Providing of general information
- Stationary orders
- VicRoads Stocktakes
- Agency Return
- Invoice Entry

#### **Accounts**

- When instructed by the Finance department, collate accounts.
- Input Accounts into Council's financial system when instructed by the Finance department.

### **Organisation Wide Administration Support**

- Provide administration support for all staff on an as-required basis. This may include typing of letters and minutes, general word processing, excel spreadsheets, administration of software and databases and collation and photocopying.
- Update Council forms and applications.
- Update and review Customer Service Procedures.
- Collect and ensure all outgoing Mail is taken to the post office daily.
- Ensure the Backup Tape is replaced each day.

### **Disabled Label Applications**

- Process Disabled Parking permits and assign labels accordingly.

### **Records Support**

- Provide support in the area of Records Management particularly during peak times, and in the absence of the Records Officer.

### **Corporate Responsibilities**

- Responsible for creating full and accurate records of activities and decisions, and observing records management procedures in accordance with standards laid out in the Record Management policy.
- Contribute to the continuous improvement and productivity of the organisations operations.

## **5. ORGANISATIONAL RELATIONSHIPS:**

Reports to: Customer Services Coordinator

Supervises: Nil

Internal Contacts: All staff including CEO, Directors and Managers

External Contacts: All Council and VicRoads clients

## **6. OCCUPATIONAL HEALTH AND SAFETY:**

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:-

- Take reasonable care for their own health and safety.
- Notify their Manager of their inability to carry out any physical task that is outside their capability.
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace.
- Co-operate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of Job Safety Analysis (JSA).
- Complete Accident, Hazard and Near Miss Reports in a timely manner.
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety.
- Use protective equipment or clothing provided by Council at all required times.
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.
- Actively participate in Council safety programs.



## **7. RISK MANAGEMENT:**

Whilst at work, an employee must:

- Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors.
- Take all reasonable action to protect Council assets from damage and or loss.
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

## **8. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Provide accurate information to customers and other employees as well as administrative support for the organisation as a whole.
- Maintain and issue of Council's key system.
- The ability to plan own work at least a week in advance.
- This Customer Services Officer does not have the authority to make decisions and must report all operational and functional issues to the Customer Services Coordinator for action and resolution. In the absence of the Coordinator, all queries must be directed to the Director Corporate & Community Services.

## **9. JUDGEMENT AND DECISION MAKING:**

- Guidance and advice is always available from the Customer Services Coordinator or their superior.
- The Customer Services Officer will be required to complete their work based on well documented processes and procedures.

## **10. SPECIALIST KNOWLEDGE AND SKILLS:**

- The Customer Services Officer will be required to understand the relevant technology, procedures and processes used within the department.
- Well-developed literacy and numeracy skills.
- Well established typing skills with speed and demonstrated accuracy.
- Awareness regarding policies that pertain to the Customer Service Unit.
- Well established communication skills (oral and written).
- Experience in a records management system.

## **11. MANAGEMENT SKILLS:**

- The Customer Services Officer must have a basic knowledge of personnel practices.
- This position will require skills in managing time and planning and organising one's own work to achieve targets.

## **12. INTER-PERSONAL SKILLS:**

- Employees will require skills in written communication for the preparation of routine correspondence and reports.
- This position will require the ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.

**13. QUALIFICATIONS AND EXPERIENCE:**

- Minimum one year customer service experience.
- Certificate in Business or equivalent.

**14. EQUAL OPPORTUNITY:**

Hindmarsh Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

**15. PRIVACY AND CONFIDENTIALITY:**

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

**16. KEY SELECTION CRITERIA:**

The following key selection criteria will be used as a tool to assist in the selection of the most suitable applicant.

Applications **must** address the key selection criteria.

- Minimum one year customer service experience
- Certificate in Business or equivalent
- Demonstrated experience in typing with speed and accuracy
- Demonstrated experience in written and oral communication
- Demonstrated use and competency in the Microsoft Office Suite Package

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## Applying for a position with Hindmarsh Shire Council

This guide has been designed to assist you in applying for a position with the Hindmarsh Shire Council. It will provide you with some tips and ideas for ensuring that your application and your interview are high quality and relevant.

### How to Apply

The primary function of an application is to provide sufficient information about your education, work history and experiences to allow the Selection Panel to decide whether you should be interviewed for the positions.

Applicants **must** prepare the following information:

- A covering letter
- A separate attachment addressing the Key Selection Criteria
- A current resume

### Addressing the Key Selection Criteria

Applicants are required to address the Key Selection Criteria referred to in the Position Description (PD). Selection Criteria are used in the PD to describe the skills, knowledge, qualities, abilities, experience and qualifications needed to successfully undertake the role.

Addressing the Key Selection Criteria should be written as a separate document and submitted together with your resume and brief covering letter.

**Do:** Read the Position Description.  
Note the closing date for applications (late applications will not be considered).  
Address the Key Selection Criteria in your application and detail how your skills, abilities, experience and qualifications meet these criteria.  
Ensure you provide a telephone contact number in your application.

**Don't:** Assume that the Selection Panel knows anything about you  
Submit a generic application  
Attach original certificates or references (please send photocopies only as they will not be returned)  
Don't be deterred if you do not obtain an interview. Consider why you may have not been chosen and then, if necessary, ask the contact person for some feedback on your application.

### Submitting Applications (Applications should be marked Private & Confidential)

#### Mail to:

Attn: Human Resources Coordinator  
Hindmarsh Shire Council  
PO Box 250  
NHILL VIC 3418

#### Deliver in person:

Attn: Human Resources Coordinator  
Hindmarsh Shire Council  
92 Nelson Street  
NHILL VIC 3418

#### Email to:

[hr@hindmarsh.vic.gov.au](mailto:hr@hindmarsh.vic.gov.au)

## **Assessment of Applications**

- Each application will be assessed against the Key Selection Criteria for the position.
- Applicants who most closely meet the Criteria will be offered an interview.
- Applicants not short listed for interview will be advised in writing.
- Applicants not short listed for interview will be able to ask the Human Resources Coordinator for feedback on their application.

## **The Interview:**

- You will be contacted by phone if you have been selected for an interview.
- You will be provided with details regarding the time, day and location of the interview.
- The interview panel will usually consist of three panel members, including the Manager / Supervisor of the position.
- During the interview, panel members will ask questions to determine who will be the best candidate for the position.
- You will have an opportunity in the interview to ask questions.
- If you have not provided referee details on your resume, be prepared to provide them at the interview.
- Referee checks will be conducted for the preferred candidate at the conclusion of the interviews.
- Please be on time for your interview.
- Please contact HR if you cannot attend the interview or wish to withdraw from the process.

## **After the Interview:**

The successful interviewed applicant:

- Will be notified by phone.
- Will have the relevant pre-employment checks conducted.
- Will agree on a start date and a letter of offer will be sent, outlining terms and conditions of employment.

The unsuccessful interviewed applicants:

- Will be advised by telephone of the interview panel decision, followed by a letter confirming the outcome.
- Is able to ask the Human Resources Coordinator for feedback on their application and interview.

---- End ----