



## **Customer Services Coordinator**

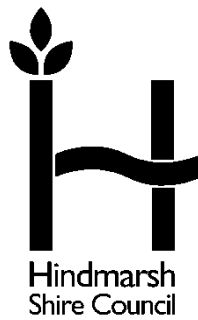
Thank you for your interest in applying for the position of Customer Services Coordinator with Hindmarsh Shire Council.

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.

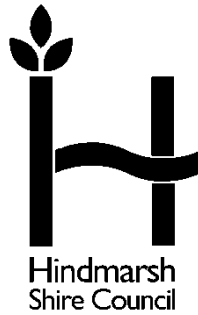
As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology,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

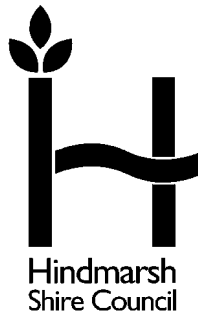
Employees living and owning a property in the Hindmarsh Shire have the option of rates deductions through their fortnightly pays.

### Salary Sacrifice:

Employee options for salary sacrifice into Superannuation.

## **Employment Details for the Position of: Customer Services Coordinator**

<u>Status:</u>	Permanent, Full Time.
<u>Location:</u>	The position will be based at the Hindmarsh Shire Council, 92 Nelson Street, Nhill.  The Coordinator will be required to travel to the Dimboola, Jeparit and Rainbow offices for regular staff meetings and may be required to work from these offices at times when other Customer Service staff are absent.
<u>Award:</u>	Victorian Local Authorities Award 2001.
<u>Enterprise Agreement:</u>	Hindmarsh Shire Council Enterprise Agreement No 8, 2016.
<u>Classification:</u>	Band 5
<u>Salary:</u>	\$63,594 pro rata per annum, 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>Hours:</u>	Hours of work are 8:15am to 5:00pm, with a 45 minute lunch break, Monday to Friday.
<u>Qualifying Period:</u>	This position is subject to an initial six (6) month qualifying period.
<u>Annual Leave:</u>	Four (4) weeks annual leave pro rata per annum plus 17.5% leave loading.
<u>Sick Leave:</u>	Twelve (12) days sick leave pro rata per annum.
<u>Long Service Leave:</u>	Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
<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 Coordinator  
**Department:** Corporate Services  
**Starting Point/Location:** Nhill  
**Classification:** Victorian Local Government Authorities Award 2001 and Hindmarsh Shire Council Enterprise Agreement (Band 5)  
**Employment Type:** Full Time

**2. CURRENCY:**

**Current Version Number:** 1.00                      **Approved:** 6 September 2017

**Name of Occupant:** Vacant

**Signature:** -----                      **Date**-----

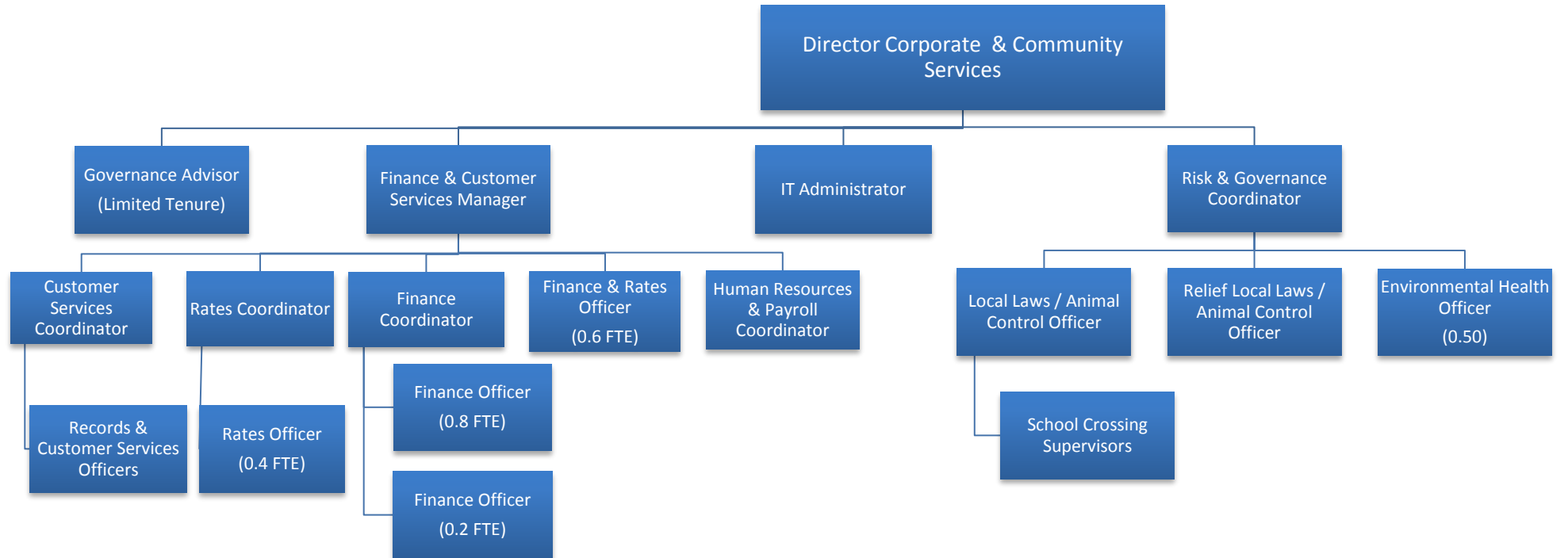
**Prepared By:** Monica Revell                      **Date** 6 September 2017

**Approved By:** Monica Revell                      **Date** 6 September 2017

**H.R Approved:** Christa Farinha                      **Date** 6 September 2017

**Version History:** N/A

### 3. DEPARTMENT STRUCTURE:



### **3. POSITION OBJECTIVES**

The Customer Services Coordinator:

- 3.1. Oversees customer service offices in Nhill, Dimboola, Jeparit and Rainbow and is responsible for engaging casual staff as required at these offices in accordance with the Council budget.
- 3.2. Is responsible for the following areas within the Customer Service unit:
  - 3.2.1. Customer service staff reports to Council;
  - 3.2.2. Telephone and counter support;
  - 3.2.3. Receipting and banking of monies;
  - 3.2.4. Recording of animal registrations;
  - 3.2.5. Vicroads Agency service contract;
  - 3.2.6. Customer requests and complaints;
  - 3.2.7. Key Register; and
  - 3.2.8. Petty cash reimbursements for all Customer Service Centres.
- 3.3. Co-ordinates records management functions including mail, archival, sentencing and destruction in accordance with statutory requirements and Council policy; responsible for Council's Records Management function.
- 3.4. Attends to Freedom of Information, privacy, human rights and related responsibilities for Council in consultation with the Director Corporate & Community Services.

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

#### **4.1. Customer Service Centres**

The Customer Services Coordinator:

- 4.1.1. Ensures that all customer service centres deliver professional and relevant services to the community by:
  - 4.1.1.1. Assessing systems and service levels and making recommendations to the Finance & Customer Services Manager;
  - 4.1.1.2. Supporting and training customer service centre staff;
  - 4.1.1.3. Providing any equipment approved by Council;
  - 4.1.1.4. Co-ordinating day to day works and services to enhance customer centre presentation; and
  - 4.1.1.5. Ensuring adherence to Council's Customer Service Charter.
- 4.1.2. Ensures that the Senior Management Team (SMT) and Council are regularly provided with information on the operations of customer service centres by reporting monthly on customer service statistics, services and initiatives undertaken.
- 4.1.3. Conducts regular meetings at the Jeparit, Rainbow and Dimboola Offices with staff members. The Coordinator may be required to work from these other offices at times when other Customer Service staff are absent.
- 4.1.4. Ensures that all of Council's customer service centres are clean, tidy and presentable, with up to date information on display.

- 4.1.5. Is responsible for managing all customer service staff and conducting formal staff appraisals annually in conjunction with the Finance & Customer Services Manager.
- 4.1.6. Champion and develop a continuous improvement culture within the Customer Service Team, delivering tangible operational efficiencies and customer service outcomes.
- 4.1.7. Make a significant contribution to the achievement of Council's benchmark score in the annual Community Satisfaction Survey.
- 4.1.8. Resolve complaints in a timely manner.

#### 4.2. **Budget Requirements**

The Customer Services Coordinator is responsible for assisting the Finance & Customer Services Manager with budgeting and expenditure relevant to the unit.

#### 4.3. **Telephone and Counter Support**

The Customer Services Coordinator ensures that telephone and counter services are delivered professionally and courteously by attending to inquiries promptly and in accordance with the standards of the Unit.

#### 4.4. **Receipts and Banking**

The Customer Services Coordinator is responsible for:

- 4.4.1. Making sure all bankings are completed on a regular basis at all customer service offices;
- 4.4.2. Ensuring the accuracy of banking completed, and assisting in rectifying any errors; and
- 4.4.3. Administering the accurate collection of monies, issue of receipts and banking duties as required by the Hindmarsh Shire Council.

#### 4.5. **Animal Registrations**

The Customer Services Coordinator completes the end of year animal processing including:

- 4.5.1. Ordering animal registration tags as needed;
- 4.5.2. Producing and approving the animal registration renewal notice and ensuring accuracy of data;
- 4.5.3. Updating standard prices for animal registrations each financial year; and
- 4.5.4. Collecting fees, processing tags and updating the animal registrations register as required.



#### 4.6. **VicRoads**

The Customer Services Coordinator assists and oversees the collection and receipting of monies and issues receipts and registrations, licences and permits and other VicRoads duties as required:

- Unregistered vehicle permits;
- Registration of Vessels, Tractors and Trailers;
- Ordering of new number plates;
- 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; and
- Invoice Entry.

#### 4.7. **Service Request**

The Customer Services Coordinator assists with the implementation of the My Data Asset Management system, ensuring that requests are entered in a timely fashion and referred to the correct officers.

#### 4.8. **Key Register**

The Customer Services Coordinator is responsible for overseeing the maintenance and the integrity of Council's Key Register System and administers key register records to ensure the data on Council Key Register System is accurate and up to date.

#### 4.9. **Stationary and Office Supplies**

The Customer Services Coordinator is responsible for sourcing prices and ordering office stationary, photocopy paper etc. in a timely manner.

#### 4.10. **Records**

The Customer Services Coordinator will be responsible for ensuring the Records Management function of Council is administered in accordance with statutory requirements and Council policy.

4.10.1. Ensure that the records of Council are accurate and accessible to internal customers by:

- 4.10.1.1. Scanning all inwards and outwards correspondence and scanning into the records management system on a daily basis;
- 4.10.1.2. Ensuring correct storage of hard copy correspondence, financial and administrative records and other major records of Council;
- 4.10.1.3. Disseminating emails received by [info@hindmarsh.vic.gov.au](mailto:info@hindmarsh.vic.gov.au) to the relevant staff on a daily basis as a minimum;
- 4.10.1.4. Providing records management support to all staff including working with the I.T. Administrator to install records related software updates;

4.10.1.5. Ensuring that mail, archival, sentencing and destruction is carried out in accordance with statutory requirements and Council policy; and;

4.10.1.6. Ensuring that un-scanned mail is referred to the relevant officer.

4.10.2. Participate in the MAV Records STEP Program to ensure compliance with records standards, procedures and guidelines.

4.10.3. Maintain Council's Agreements Register and Corporate Library.

4.10.4. Conduct records training for existing staff on a regular basis and conduct records induction training for new staff as required.

4.10.5. Assist with the compliance with privacy legislation by attending education and training sessions to be coordinated with the Office of the Privacy Commissioner and ensure that Council follows policies concerning collection, storage, management, disclosure and transfer of personal information.

4.10.6. Attend to statutory procedures and responsibilities required under the Local Government Act and other Acts in respect to Departmental operations under the direction of the Finance & Customer Services Manager.

#### 4.11. **Infringements**

Follow up on Infringements issued and in consultation with the Finance & Customer Services Manager forward unpaid infringement information to Council's Debt collection agency for processing.

#### 4.12 **Freedom of Information**

Assist the Director Corporate Services in ensuring that Council complies with its obligations under the Freedom of Information Act by coordinating requests made and attending to recording and reporting requirements.

#### 4.13 **Other**

Other duties as directed that are within the skills and competence of the employee.

### 5. **ORGANISATIONAL RELATIONSHIPS:**

Reports to: Finance & Customer Services Manager

Supervises: Customer Services Staff

Internal Contacts: Chief Executive Officer, Councillors, Senior Management Team, all staff.

External Contacts: Ratepayers, General Public, Vicroads customer service staff in other councils and various organisations.

## **6. CORPORATE RESPONSIBILITIES**

The Customer Services Coordinator will:

- 6.1 Ensure that Council's image is enhanced and protected by performing all duties in a courteous, efficient and professional manner.
- 6.2 Inform his/her manager of any issues likely to adversely affect the performance, image or public perception of the organisation or the image of the Council.
- 6.3 Complete all personnel documentation e.g. timesheets, leave applications, sick leave advice, change of address, etc. accurately and promptly.
- 6.4 Participate in the annual performance review.
- 6.5 Be respectful, encouraging and helpful to all fellow employees and observe the principles of equal opportunity;
- 6.6 Refrain from making public statements or issuing comments to the media unless specifically authorised.
- 6.7 Ensure due care is exercised in the use of equipment issued or entrusted to him/her, and that proper maintenance is carried out on a regular basis.
- 6.8 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.
- 6.9 Contribute to the continuous improvement and productivity of the organisation's operations.

## **7 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:-

- 7.1 Take reasonable care for their own health and safety.
- 7.2 Notify their Manager of their inability to carry out any physical task that is outside their capability.
- 7.3 Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace.
- 7.4 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).
- 7.5 Complete Accident, Hazard and Near Miss Reports in a timely manner.
- 7.6 Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety.
- 7.7 Use protective equipment or clothing provided by Council at all required times.
- 7.8 Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.
- 7.9 Actively participate in Council safety programs.

## **8 RISK MANAGEMENT:**

Whilst at work, an employee must:

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

## **9 ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

## **10 JUDGEMENT AND DECISION MAKING**

- 10.1 The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- 10.2 The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge acquired through relevant experience.
- 10.3 Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- 10.4 Guidance and advice would usually be available within the time required to make a choice.

## **11 SPECIALIST KNOWLEDGE AND SKILLS**

- 11.1 Understanding of computerised accounting systems including financial and personal computers.
- 11.2 A knowledge of relevant legislation, standards and policies as they pertain to the position.
- 11.3 An understanding of the underlying principles of relevant legislation and regulations.
- 11.4 An understanding of the role and function of the senior employees to whom the incumbent provides support.
- 11.5 An understanding of the long term goals of the unit in which the incumbent works and an appreciation of the goals of the wider organization.
- 11.6 An understanding of the function of the position within its organizational context, including relevant policies, regulations and precedents.

## **12 MANAGEMENT SKILLS**

- 12.1 Skills in managing time, setting priorities and planning and organizing one's own work and in appropriate circumstances that of other employees, so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- 12.2 An understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

## **13 INTER-PERSONAL SKILLS**

- 13.1 The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well defined activities and in the supervision of other employees.
- 13.2 The ability to write reports in their field of expertise and/or to prepare external correspondence.

## **14 QUALIFICATIONS AND EXPERIENCE**

- 14.1 A diploma/certificate in Business Administration or Customer Service (preferred but not essential).
- 14.2 A minimum of two years customer service/reception experience.
- 14.3 Understanding of accounting functions, particularly in the areas of receipting and banking.
- 14.4 Experience with information technology functions as it would benefit a local government entity.
- 14.5 Demonstrated supervisory experience of a small number of staff.

## **15. 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.

## **16. 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.

**17. 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.

- 17.1 A diploma/certificate in Business Administration or Customer Service (preferred but not essential).
- 17.2 A minimum of two years customer service/reception experience.
- 17.3 Demonstrated track record of leading teams in a customer service environment including experience with performance management frameworks and coaching for improved performance.
- 17.4 Demonstrated track record of achievement in service delivery that consistently exceeds customer expectation.
- 17.5 Experience in delivering process improvements and operational efficiencies.
- 17.6 Demonstrated ability to manage staff across multiple locations.
- 17.7 Proven ability to generate solutions to problems and situations.
- 17.8 High level interpersonal skills with proven ability to handle and resolve complaints and/or conflict situations.
- 17.9 A high level of computer literacy with at least intermediate level skills in MS Outlook, Word, Excel and Powerpoint.

**--END--**



## 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 should prepare the following information:

- 18 A covering letter
- 19 A separate attachment addressing the Key Selection Criteria
- 20 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**

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

### **The Interview:**

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

### **After the Interview:**

The successful interviewed applicant:

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

The unsuccessful interviewed applicants:

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

--- End ---