

Job title: Administration/Customer Service Officer	
Classification: Band 4	Effective Date: September 2024
Reports to: Engineering Administration Coordinator	Tenure: Fixed Term Part Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position will contribute to the development and achievement of the Engineering and Investment Department goals through the delivery of a range of administrative support services to the department, with a focus on cost effective service delivery and commitment to high quality service and continuous improvement principles. The position also requires a customer focused service when assisting and responding to customers by phone, in person and when attending to the front reception. The position will contribute to the development and achievement of the Engineering and Investment Department and requires high quality professional frontline customer service and administrative support when assisting internal and external customers by phone or in person.

Key Responsibilities

Position Specific Responsibilities

- Contribute to the development of a culture of quality, industry best practice, quality customer focus across the department and continuous improvement.
- Deliver a range of quality administrative and customer service support services to the Engineering and Investment Department encompassing:
 - Attendance to telephone, email, counter and general customer enquiries and provide information to customers on a range of department issues within established guidelines and timeframes.
 - Provide administrative and clerical support services to the Engineering Investment Department including investigating, lodging and issuing various permits received via Records Manager or Council's online application service relating to Engineering Approvals and Transport Teams.
 - Process inspection sheets and damage to Council assets letters
 - Process requests for final bond refunds relating to Engineering Approvals Team
 - Process reports relating to building works within the municipality and distributing relevant documentation to owners, builders and building companies
 - Investigation and resolution of complex customer enquiries using multiple systems
 - Receive and respond to phone enquiries and complaints, attend reception counter, and perform general administrative duties for the various teams in the department.
 - Record retrieval, preparation of spreadsheets and perform statistical analysis.
 - Process incoming Records Manager documents, create Pathways requests and generate standard acknowledgement letters.
 - Processing of outgoing documentation and permits and recording in Council's corporate Record Management System.
 - Maintenance of customer service systems including investigation and preparation of information and various reports.
 - Maintenance of office systems and processes for the Engineering and Investment Department to ensure high quality, best practice administration services to staff and customers.

- General administrative and clerical duties, including but not limited to data entry, lodging customer service requests, preparing purchase orders, scheduling appointments, scanning documents, printing reports, lodging Councillor and CEO requests (when required) and ordering of stationery supplies.
- Processing mail merges, letters, brochures, promotional material for Engineering Approvals, Transport, Investment and Economic Development, Place Making and Major Transport Projects.
- Process incoming and outgoing mail and distribute.
- Provide administrative support and assistance including but not limited to the delivery of place making activation brochures, promotional material and programs in commercial activity centres as requested.
- Provide administrative support to the department for the collation of relevant information and printing locality maps through Weave for various assets.
- Anticipate and respond to changing customer needs and provide ideas for solution.
- Schedule meetings, prepare agendas, take minutes and action items arising where appropriate.
- Provide administrative support to the Investment & Economic Development Unit including:
 - Coordinating the distribution of business communications and promotional material.
 - Providing administrative event management support.
 - Engaging with the business community (face to face and phone) and where applicable collecting data and analysing results.

Corporate Responsibilities

- Adherence to all Corporate Policies, Procedures and the Overarching Principles in the current Whitehorse City Council Collective Agreement.
- To understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Reporting of any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Ability to provide information within established procedures, specific guidelines and standard instructions.
- Determine priorities and schedules within limited flexibility.
- Ability to exercise judgement and discretion in the completion of complex administrative tasks.
- Determine workload priorities within limited flexibility and minimal supervision.
- Ability to meet tight timeframes.
- The position is accountable for accurate and timely data entry, information in response to customer enquiries and administrative support services across the department.

- The position is accountable for the provision of accurate information in response to customer enquiries.
- Providing a helpful, prompt and courteous response to customers by phone or in person.

Specialist Knowledge and Skills

Qualifications/Certificates/Licences and Experience:

- Skills in managing time, organising and planning own work.
- Anticipating possible outcomes and offering suggestions to address potential matters.
- Diploma or Certificate in Administration/Business
- Broad knowledge of the organisation's overall services desirable.
- A valid Victorian driver's licence;
- Satisfactory National Criminal History Check.

Qualifications and Experience

- Demonstrated experience in an administrative/customer service role.
- High quality customer service skills and experience.
- Familiarity with Council services and procedures would be an advantage.

Technology

- Experience and proficiency in Microsoft Office packages, including Word, Excel, Records Manager, Pathway, e-mail, GIS System and Councils various purchasing and administration software.
- Demonstrated competency in the use of Electronic file management systems and databases.
- Experience in Content Manager (CM) or similar document management system.

Interpersonal Skills

- Good oral and written communication skills and excellent telephone technique.
- Good English language skills and experience in the preparation of typical acknowledgement letters and, general department correspondence.
- Be able to resolve job specific problems and gain cooperation and assistance from staff, members of the public and customers in the administration of well-defined activities.
- Ability to communicate clearly and professionally at all levels of the organisation and with internal and external customers including rate payers, Government Departments, other municipalities, service providers, contractors, suppliers, community groups and customers.
- Ability to support the achievement of team objectives before individual goals.
- Ability to provide professional, high quality customer service.

Key Relationships:

- Reports to the Engineering Administration Co-ordinator.
- Liaises closely with management and with Department staff at all levels up to and including General Managers.
- Required to maintain a professional relationship with Coordinator, internal and external customers including rate payers, Government Departments, other

municipalities, service providers, contractors, suppliers, community groups and customers.

- The position has contact with residents, traders, businesses, community groups, the general public, service providers, suppliers including contractors and other authorities.

Leadership/Management Skills

- Cooperate with other staff and gain assistance where required.
- Ability to prioritise and schedule a range of activities, ensuring targets are met within the required timeframes with minimal supervision.
- Ability to provide on the job training and guidance to new staff and casual employees.
- Excellent attention to detail.
- Ability to work co-operatively in a team environment as well as independently with minimal supervision.

Key Selection Criteria

- Diploma or Certificate in Administration/Business desirable
- Demonstrated and relevant experience in a high demanding administrative/customer service role.
- Ability to communicate clearly and professionally at all levels of the organisation and with internal and external customers including rate payers, Government Departments, other municipalities, service providers, contractors, suppliers, community groups and customers.
- Ability to provide accurate and timely data entry and administrative support across the department.
- Skills in managing time, organising and planning own work.
- Anticipating possible outcomes and offering suggestions to address potential matters.

Other technical skills and experience

- Excellent customer service skills.
- Demonstrated high level keyboard and data entry skills.
- Ability to draft standard correspondence
- Sound numeracy skills and experience.
- Excellent investigative skills.
- Excellent attention to detail.

Notes and comments: (Include items applicable to this position)

- Short listed candidates may be required to attend a pre-employment medical examination.
- May be required to attend out of hours meetings.

Physical Requirements



PHYSICAL AND FUNCTIONAL REQUIREMENTS CHECKLIST

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
Standing Tasks involve standing in an upright position.	<ul style="list-style-type: none"> Meetings, including review, display and sorting of documents and site inspections Working at standing desks 	Daily Daily, intervals across 7.6 hours	Y	Includes discussions with other officers of the department
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed	Y	Task not required to be performed over a long period of time
Kneeling Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed	Y	Task not required to be performed over a long period of time
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines and stairs.	<ul style="list-style-type: none"> Regular short distances < 50m, Trolley used when appropriate to aid in manual handling 	Sometimes performed	Y	Walking is typically limited to short distances within the office
Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed	Y	Task not required to be performed over a long period of time or frequency
Lifting (Between waist and shoulder) Tasks involve raising, lowering or transferring objects	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load < 5kg 	Sometimes performed Sometimes performed		Task limited to short period of time. Use of trolleys are

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	Assessor: Can candidate perform demand (Y/P/N)?	Comments
(≤ 9kg) from one position to another, using the hands.	<ul style="list-style-type: none"> Loading objects into vehicle 	Occasional		available and recommended
Reaching forward Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards Loading objects into vehicle 	Occasional Once per day Occasional		Task not required to be performed over a long period of time
Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> Movement of objects, documents and other equipment at workstation or elsewhere in the office 	Occasional		Task not required to be performed over a long period of time
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> Photocopying of documents Using the telephone Moving items around desk 	Daily, intervals across 7.6 hours Up to 7.6 hours a day, head set offered, supplied phone headsets recommended Daily, intervals across 7.6 hours		Typical daily tasks. Correct use of equipment and ergonomic application required
Handwriting Tasks that require the production of written material to record or communicate information.	<ul style="list-style-type: none"> Taking notes 	Daily (if not undertaken electronically)		Daily task
Keyboard duties Task involve sitting at workstation and using computer.	<ul style="list-style-type: none"> Data Entry, emails, Phone interaction, reports, correspondence etc 	Daily, intensively, with intervals across 7.6 hours		Daily task. Correct ergonomics and use of equipment required

COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor : Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
Decision making The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓		
Degree of Self-Supervision The ability to work effectively without supervision.				✓		
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				✓		

PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
Vision Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				
Smell Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
Touch Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

Any other relevant comments: