

## POSITION DESCRIPTION

Position Title:			Customer Service/ Administration Officer 5		
Business Unit:	Corporate & Community Services	Classification/Grade:	Band 2 Level 1- Grade 5		
Employee No:	MC232, MC231	Reports to:	MC230- Manager Corporate & Community Services		
Location:	Darlington Point, Jerilderie	Positions reporting directly to this position:	Nil		

### Primary Purpose of the Position

To provide administrative support for customer service, reception and general administrative support to the Manager- Corporate & Community Services.

### Roles & Responsibilities

The **Customer Service Administration Officer 5** is directly responsible for the roles and responsibilities:

1. Provide administrative support for management, reception and customer service, including attending to telephone and counter enquires, cashiering and maintain and reconciling the petty cash.
2. Provide effective reception and customer service, including attending to telephone and counter enquiries, cashiering and associated services (e.g. Bendigo Bank Agency services).
3. Attend to basic rates, creditors and non-technical, non-policy enquiries via the telephone and front counter and transfer customers to the appropriate person where applicable.
4. Reconcile monies received for banking on a daily basis for Council receipting.
5. Open incoming mail and record and dispatch outgoing mail on a daily basis. Record and process cheques received.
6. Maintain registers including keys, micro-chipped dogs and cats via the Internet under the Companion Animals Act
7. Maintain bookings and receipts of Council buildings and facilities and ensure that the loan of Council keys is adequately recorded
8. Other duties within the skills, competencies and grading of the role as directed by the Manager– Corporate & Community.

### Authority and accountability:

Responsible for the completion of work requiring the application of trades, administrative or technical skills.

### Judgement and problem solving:

Skills in assessing situations and in determining processes, tools and solutions to problems. Guidance is available.

### Specialist knowledge and skills:

Positions will have demonstrated competence in a number of key skill areas related to major elements of the job.

### Management skills:

Positions may require skills in the supervision or co-ordination of small groups. Interpersonal skills: Communication skills to explain situations or advise others.

**Qualifications & Experience**

- Cert III in business administration and/or a minimum of 2 years' experience in an office environment.
- Demonstrated computing experience, including Microsoft Office suite and banking systems/software.
- Class C drivers licence.

**Desirable Experience/Qualifications**

1. Previous recent experience in local government or other government entities

**Authorisation:**

<b>Prepared By:</b>	GM/HR	<b>Date Issued:</b>	December 2018
<b>Current Incumbent</b>		<b>Date Commenced:</b>	
<b>Manager:</b>			
<b>Reviewed By:</b>		<b>Date:</b>	

This position description is subject to change from time to time as Council's organisation may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.