

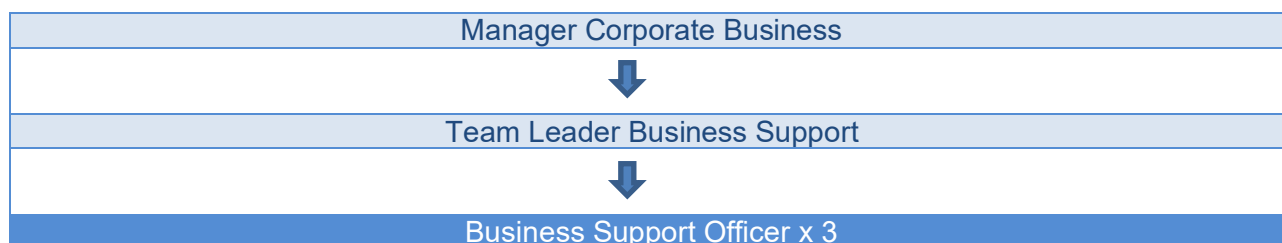
Position Description

| | |
|-------------------------|---|
| Position Title | Business Support Officer |
| Position Code | CORP026 |
| Department | Corporate Services |
| Division | Corporate Business |
| Reports To | Manager Corporate Business |
| Direct Reports: | Nil |
| Position Classification | Operational Band 1, Level 3-4 |
| Position Status | Permanent Full-time. 35 Hour, 9-Day Fortnight |
| Allowances | Nil |

SPECIAL CONDITIONS

Current incumbents of this position will continue to be paid the Level 1, Adverse working conditions allowance as a grandfathered clause. New employees will not be entitled to this entitlement in accordance with the Local Government (State) Award.

REPORTING STRUCTURE OF POSITION



PRIMARY PURPOSE OF THE POSITION

The aim of this position is to provide high quality administrative and customer service support services to all tiers of Council and the community to meet operational objectives and priorities. This role will also deliver high quality administration services including support with records management and data entry management as well as assistance with the delivery of Council projects and priorities reflecting the values of customer focus and service excellence. The Business Support Officer is responsible for process efficiency and continuous improvement initiatives in all areas of support services and systems.

| <i>Areas of Delivery</i> | <i>Est. % of time spent</i> |
|---|-----------------------------|
| <i>Front-line customer service for Council providing professional first point of contact for Council whilst demonstrating a high-level knowledge of Council's services and operations.</i> | <i>50%</i> |
| <i>Administrative support to internal stakeholders and effectively carry out business service functions across Council.</i> | <i>40%</i> |
| <i>Professional Development and continuous improvement initiatives as well as streamlining and integrating new processes, practices and systems to increase efficiency across the business and provide continuous quality improvements in the delivery of Council's customer service initiatives.</i> | <i>10%</i> |

POSITION RESPONSIBILITIES

- Ensure high level customer service and advice for all stakeholders in relation to all Council services and functions in accordance with established service standards and Council's customer service charter, rates, water billing, general development assessments as well as section 10.7 Planning Certificates;
- Demonstrate highly advanced people, problem solving, negotiation and conflict resolution skills which lead to positive outcomes and resolution of enquiries at first point of contact;
- Demonstrate high level knowledge of Council's services and operations, referring customer enquiries to correct department or division within service level agreements or resolving issues as a first point of contact;
- Respond to a range of non-technical customer requests and enquiries to ensure a high standard of service is provided and the image of Council is enhanced;
- Represent Council maintaining a positive and proactive professional image, responding promptly to external and internal enquiries, liaising with staff and key stakeholders;
- Ensure accurate, timely and detailed information is entered into Council's information management systems e.g. Civica, Vault and InfoXpert to ensure it can be used for effective service delivery;
- Perform cashiering duties including receipting, refunds, direct debits, pensioner/concession applications, balancing, end-of-day reporting and banking, ensuring accuracy in all interactions in relation to Council services;
- Overseeing Indoor Pool memberships, receipting, data entry and enquiries
- Manage the bookings of the Council Chambers, Committee Room, meeting rooms and JREC when required;
- Ensure the customer service/reception, Chambers and Committee Room areas are maintained to a high standard including any displays and/ or noticeboards including Smartboards and Kiosk;

- Undertake set out and design of the Council's public notice with local publications;
- Provide support for record management process and registration including mail and email processed in accordance with Council's policy and procedure;
- Assist the Team Leader/Manager with the coordination and management of Council's after hours and lone worker call service ensuring compliance with policy, regular reporting and quality management;
- Assist with cemetery administration as directed;
- Responsible for the catering arrangements and setup for the monthly Council meeting and other special meetings as directed, including catering assistance for other Council functions;
- Ensure the information located on Council's website is up-to-date, relative and compliant.
- Effectively liaise with members of the public in relation to engineering areas including water and sewer bookings for works to be undertaken and the conditions of parks, gardens and sporting ovals.
- Undertake compliance data entry and pollution monitoring in accordance with EPA requirements (i.e. algae and pollution updates) including but not limited to water breaks, septage etc.;
- Answer rural addressing enquiries and undertake duties including the updating of addresses, renaming of rural roads and the amendment of locality boundaries in accordance with Service Level Agreement;
- Undertake the water billing process for Depot Bulk Water, Lachley Street standpipe;
- Undertake the connection of water applications/connections, as required, as well as ensuring Council undertakes the water meter connections in accordance with Service Level Agreements;
- Ensure that Council registers are fully up to date including but not limited to the Lachley St standpipe, Water Filtration Plant chemical testing and information in relation to Council's gravel pits;
- Assist in the liaison with Local Land Services and property owners in grazing concurrence preparation on local roads, inclusive of insurances and conditions;
- Manage Council's stationery supplies in Corporate Services ensuring that stock is available or sourced as required.
- Assist with the administration and support of the NetWaste contract in regards to customer service and enquiries;





Organisation – Operations

- Ensuring compliance with the WHS Act 2011 and its regulations, including:
 - Report any injury, damage, unsafe condition or hazard to the immediate supervisor, or an appropriate person;
 - Wear protective clothing or equipment in the manner intended (if required);
 - Take reasonable care for the health and safety of all persons who are at their place of work;
 - Ensure that all employees and contractors under their direction or control receive adequate instruction for the safe and efficient performance of their duties;
 - Correct unsafe and/or unhealthy practices or conditions in areas under the control of the position to the full extent of the position's authority or refer to relevant Supervisor, Manager, or Manager People and Strategy;
 - Cooperate with the supervisor in the measures taken to ensure Work Health and Safety;
 - Undertake prompt and direct reporting of all WHS related matters through Council's online system or via phone call to Supervisor within reporting timelines.
- Participate fully in prompt investigation of all serious or potentially serious accidents which result in, or could have resulted in either injury to persons or damage to property, or human resource implications so that remedial action may be effected promptly;
- Work cooperatively in a team environment and provide support and/or technical advice as required across other areas of Council;
- Assess and improve work practices and procedures on a continuous basis to achieve Council's goals;
- Comply with all Council's policies and procedures and Code of Conduct;
- Complete other duties as directed by the nominated Supervisor;
- Undertake other relevant duties as directed which are consistent with the employee's skill, competence and training.

KEY RELATIONSHIPS

| Who | Why |
|---------------------------------------|--|
| Internal | |
| General Manager | Relevant organisational support |
| Manex and Managers | Relevant organisational support |
| Manager Corporate Business | Manager |
| Team Leader Business Support | Supervisor |
| Corporate Business Team | Colleagues – Guidance and support as required |
| Senior Staff | Oversight and high level administrative assistance for Council's contract superintendents, project managers, senior staff and others. Quality assurance for correspondence |
| Council Staff | Colleagues – partner to provide advice, support on administrative and project based requests |
| External | |
| Community members, business community | Front line customer service, advice and support |
| Authorities | Front line customer service, advice and support |

POSITION CAPABILITIES

| LGNSW Capability Framework | | |
|--|--------------------------------------|----------------|
| Capability Group | Capability Name | Level Required |
|  Personal Attributes | Manages Self | Adept |
| | Displays Resilience and Adaptability | Adept |
| | Act with Integrity | Adept |
| | Demonstrate Accountability | Adept |
|  Relationships | Communicate and Engage | Adept |
| | Community and Customer Focus | Adept |
| | Works Collaboratively | Adept |
| | Influence and Negotiate | Adept |
|  Results | Plan and prioritise | Adept |
| | Think and solve problems | Adept |
| | Create and Innovate | Intermediate |
| | Deliver Results | Adept |
|  Resources | Finance | Foundational |
| | Assets and Tools | Foundational |
| | Technology and Information | Adept |
| | Procurement and Contracts | Foundational |



Foundational



Intermediate



Adept



Advanced



Highly Advanced

PERSON SPECIFICATION

Essential

- Certificate III in Business - Administration or relevant tertiary qualification;
- Minimum of 2 years-experience in office-based customer service/administration role;
- Class C (Standard) Drivers Licence.

Desirable

- Justice of the Peace;

Experience

- Highly developed organisational skills with the ability to prioritise multiple work tasks on a daily basis;
- Demonstrated ability to provide customer service to internal and external stakeholders at all tiers of government or industry;
- Demonstrated history of working with sensitive and confidential information in a discrete and professional manner;
- Able to type and format documentation quickly, efficiently and with a very high level of accuracy;
- Advanced computer, systems and formatting skills with experience using Microsoft Office applications, databases, document management systems and online systems with business data;
- Able to work with minimum supervision using judgement and initiative;

Authority and Accountability

- Worker level responsibilities in regards to Work Health and Safety Legislation;
- Financial delegation as per Councils delegation register.

EQUIPMENT REQUIRED FOR THE POSITION

NIL.

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviors are expected at Forbes Shire Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Forbes Shire Council from time to time as necessary.

Employee's Signature:

Date:

HR USE ONLY

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|--|----|
| Does this position require a Working with Children Check? | No |
| Does this position require the incumbent to undergo a criminal reference check? | No |
| Does this position have a Financial Delegation? | No |
| Does this position require the incumbent to possess a specific license or qualification? | No |