



CONFIDENTIAL

Position Description

EMPLOYEE: Vacant

POSITION TITLE: Customer Service/Records Support Officer

POSITION NUMBER: To be allocated

MANAGER: Manager Governance & Information

UNIT OR TEAM: Governance

APPOINTMENT: Fixed Term – Full-time/six months

LOCATION: Civic Centre, Roberts Avenue, Horsham

AWARD: Horsham Rural City Council Enterprise Agreement Number Nine, 2019 - 2022

AWARD CLASSIFICATION: Band 4 Level A

HOURLY RATE: \$31.74

PREPARED BY: People & Culture Department

APPROVED BY: DATE:
(Director Corporate Services)

..... DATE:
(Employee)

ORGANISATION VISION

A progressive and innovative organisation, delivering high quality and sustainable services

ORGANISATION VALUES

<p>Flexibility We are adaptable to changing circumstances</p>	<p>Accountability We are responsible for our behaviour and actions</p>	<p>Integrity We are ethical, transparent and honest in our conduct</p>	<p>Respect We value diversity and appreciate others</p>
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POSITION BACKGROUND

In response to the Covid-19 pandemic the Horsham Rural City Council has successfully applied to the Victorian State Government for a number of additional, fixed term positions under the “Working for Victoria” program. This initiative helps Victorians, including people who have lost their jobs as a result of coronavirus, to find paid work that supports our community. In accordance with the funding agreement appointment is for a six month period.

The changing and evolving needs of the Covid-19 pandemic require a degree of staffing and position flexibility. This position description therefore does not detail all of the tasks and duties that an employee will be asked to undertake so that HRCC can respond to the pandemic. It is expected that employees will have a willingness and understanding of the need to be adaptable to reasonable changes in duties and tasks that may be required. Any such changes will not impact the rate of payment as outlined in this position description.

You are eligible to participate in Working for Victoria if you are:

- legally able to work in Victoria
- are unemployed or have recently experienced a significant reduction in income

If you are interested, please sign up and provide information about your job preferences, skills and experience on “Sidekicker”: <https://www.getsidekicker.com/create-sidekick-account?source=vic-gov-marketplace>

Once you have done this you will then start receiving updates about employment opportunities that you can apply for relevant to your interests and experience.

POSITION OBJECTIVES:

Provide support and assistance to the customer service and records teams as they manage the complexities of providing an adequate service level under COVID-19 restrictions.

KEY RESPONSIBILITY AREAS:

- support the customer service team by responding to customer requests received via telephone, in person or electronically including providing information, referrals, forms, receipt, etc
- provide support and respond to internal customers (colleagues)
- support the records team in carrying out its organisational responsibilities including in respect of incoming and outgoing information (either hardcopy or electronic), assistance in administering the electronic document records management system (Recfind) and providing support to staff to ensure compliance with record keeping responsibilities
- provide administrative support to the Governance & Information Management Department more broadly, as directed

RISK MANAGEMENT:

- perform duties in a manner that prevents and does not place unnecessary risk on the personal health and safety of others or any property;
- encourage other employees to work safely;
- report any illness, injury, hazard, near miss or incidents and losses of any kind as soon as they are detected to the manager or supervisor

ORGANISATIONAL RELATIONSHIP:

Reports to:	Co-ordinator Governance & Information
Supervises:	Nil
Internal Liaisons:	Other employees
External Liaisons:	The public

ACCOUNTABILITY AND EXTENT OF AUTHORITY, JUDGEMENT AND DECISION MAKING:

- responsible to the Co-ordinator Governance & Information for the satisfactory completion of duties within the set time schedule; to the appropriate standard and in a safe and efficient manner in accordance with the Occupational Health & Safety Act, regulations and requirements and Council policies which apply
- the objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives
- guidance and advice is always available

In respect of OHS matters, HRCC expects that staff will take reasonable care and:

- protect their own health and safety at work;
- avoid adversely affecting the health and safety of any other person
- use any equipment provided for health and safety purposes;
- obey any reasonable instruction they may be given in relation to health or safety at work;
- ensure they are not, by the consumption of alcohol or a drug, in such a state as to endanger their own safety at work or the safety of any other person at work; and
- promptly report all accidents to their supervisor

MANAGEMENT AND ADMINISTRATIVE SKILLS:

- efficient computer skills and abilities, including competence in the operation of Microsoft Office programs
- experience in receipting including cash handling experience
- familiarity with a corporate electronic record keeping/management system
- experience in working in a fast paced, customer-focused environment

INTERPERSONAL SKILLS:

- excellent oral and written English and customer communication/liaison skills
- excellent personal presentation
- ability to maintain, and an appreciation of the importance of, confidentiality
- able to co-operate effectively with other staff in a team environment and to work individually
- ability to think logically, quickly and within set time-frames

LICENCES AND ASSOCIATED EXPERIENCE

- driver's licence

OTHER QUALIFICATIONS AND EXPERIENCE/SELECTION CRITERIA:

- Year 12 together with skills gained through relevant on-the-job training (customer service, cash handling and record keeping experience preferred)
- any level of relevant/additional post-secondary qualification may be advantageous
- excellent oral and written English and customer communication/liaison skills
- able to co-operate effectively with other staff in a team environment and to work individually
- ability to think logically, quickly and within set time-frames

FURTHER INFORMATION:

Horsham Rural City Council is committed to providing and promoting child safe environments.

Council has zero tolerance to child abuse and aims to create a child safe and child friendly environment where children feel safe and secure and have fun. This includes the physical, emotional, cultural and social wellbeing of all children.

Council encourages applications from people of all abilities and can make information available in alternative formats if required.

Background, Pre-employment, Medical and Police record checks will be conducted as a part of the appointment and confirmation of employment processes.

Horsham Rural City Council is an Equal Opportunity Employer. Council and its employees also have obligations under Victoria's Charter of Human Rights and Responsibilities. See the People & Culture Department or www.humanrightscommission.vic.gov.au for further information.

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