



Applicant Information Pack

Position: Customer Service Coordinator

Date: December 2018

Contents

Application Form – Customer Service Coordinator	2
Pre-Employment Health Disclosure Form	3
Position Description	5
Recruitment and Selection Information.....	8

Application Form – Customer Service Coordinator

Surname	Given Names
Address	
Email	Preferred Phone
Working Rights	
Australian Resident Y or N	VISA Expiry Date: VISA Number:
Referees <i>I hereby give consent to the below referees being contacted.</i>	
1. Name	Position
Contact Number	Relationship
2. Name	Position
Contact Number	Relationship
Application Checklist	
This Form Completed Y / N	Resume Y / N
Pre-employment Health Disclosure Form Completed Y / N	Application Cover Letter Responding to Position Description Selection Criteria Y / N
Declaration by Applicant <i>I hereby declare that all information contained in this application is true and accurate and has been prepared directly by me and not another party on my behalf.</i>	
_____ Signature	_____ Print Name
_____ Date	

Pre-Employment Health Disclosure Form

Customer Service Coordinator

Regulatory Services

December 2018



Purpose

Glamorgan Spring Bay Council is committed to ensuring it provides a safe place of work as required under the *Work Health and Safety Act 2012*. As part of fulfilling this commitment, Glamorgan Spring Bay Council requires that people disclose any real or potential health illness or injury or medication which may impact upon performing the above mentioned role.

In addition, Glamorgan Spring Bay Council also has a range of other safety practices to ensure a safe place of work such as testing for alcohol and drugs, monitoring fatigue and similar.

Position Risks

The below risks have been identified for the above mentioned role.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Use of visual display unit (IPad and Laptop) | <input checked="" type="checkbox"/> Repetitive use of mouse/keyboard |
| <input checked="" type="checkbox"/> Working under pressure | <input checked="" type="checkbox"/> Sitting for extended period (1.5 + hours) |
| <input type="checkbox"/> Standing for extended period (1.5 + hours) | <input checked="" type="checkbox"/> Driving |
| <input checked="" type="checkbox"/> Lifting less than 20kg | <input type="checkbox"/> Lifting 20-35kg |
| <input type="checkbox"/> Lifting more than 35kg | <input type="checkbox"/> Climbing ladders |
| <input type="checkbox"/> Working at heights (greater than 2 metres) | <input type="checkbox"/> Sun exposure |
| <input type="checkbox"/> Dust exposure | <input type="checkbox"/> Noise exposure |
| <input type="checkbox"/> Walking uneven surfaces | |

Disclosure

Print Name	
Date Completed	

Item	Date	Details <i>(Name injury/illness/medication, impact, treatment)</i>
Illnesses <i>Disclose any past or current illness that may re occur, be triggered or exacerbated by the risks identified.</i>		

<p>Injuries <i>Disclose any past or current injuries that may re occur, be triggered or exacerbated by the risks identified.</i></p>		
<p>Current Medications <i>Disclose any medications that may impact upon the performance of the role as per the risks identified.</i></p>		
<p>Past Workers Compensation <i>Disclose any current or past workers compensation that may impact upon the performance of the role as per the risks identified.</i></p>		

Note: add additional pages to this if required.

Declaration and Authorisation

I declare that the information provided in this Pre-Employment Health Disclosure Information Form is true and accurate at the time of completion and acknowledge that failure to provide true and accurate information could later result in termination of employment in the event I was appointed to the above mentioned position.

I authorise for this information to be passed on to a medical professional as part of any pre-employment medical I may be required to undertake during the recruitment and selection process.

<p>Print Name</p>	
<p>Signature</p>	

Position Description

Customer Services Coordinator

Enterprise Bargaining Agreement
Band 3
Regulatory Services
Triabunna
December 2018



PRIMARY OBJECTIVE

Coordinate and administer the provision of first point of contact customer services for Council and general administrative support to Council operations.

Customer services and general administration includes:

- Reception services
- Bendigo Bank services
- Records Management
- Liaison with IT Services
- General Administration to other Council operations

ORGANISATIONAL RELATIONSHIPS

Reports to: Planning & Development Manager

Direct Reports: Trainee in Administration and other casual administration staff from time to time.

KEY ACCOUNTABILITIES/CHALLENGES

- Ensuring a high level of customer service via various service mediums.
- Balancing competing priorities and managing expectations of others.
- Investing time in continuous improvement activities whilst still meeting operational requirements.

PRIMARY RESPONSIBILITIES

- Direct provision of reception services (face to face, phone, email, electronic mediums).
- Develop and/or maintain procedures as they relate to key administrative processes.
- Leadership, instruction and support of the Trainee in Administration.
- Provide the central point to update and maintain Council's website and social media platforms with Council information including distribution of newsletters, flyers or other information which is also distributed in hard copy form.

- Ensure reception and banking services are appropriately staffed when absence periods arise.
- Update the General Manager roll in the relevant Council system as requested by non-rate payer occupants.
- Determine priority of administrative resources in accordance with work load requirements.
- Ensure end of day financial functions are acquitted accurately and issues identified rectified in terms of reception receipting and bank takings.
- Ensure Council records are received, named, stored and allocated to Council Officer for action in Council's records management system(s).
- Provide training to Council staff in the use of Council's records management system and the process of receiving and sending records.
- Assist in ensuing Council activities (meetings, visitors to Council, events) are arranged and carried out as per requirements set out.
- Coordinate the ordering of general purchases on behalf of Council's i.e. annual/replacement uniforms, stationery, catering and similar.
- Ensure meeting rooms are maintained and kept in an appropriate manner pre and post use.
- Identify and/or act on requests or suggestions which could lead to positive changes and improvements in customer services and efficient and effective administration for Council.
- Work with other administrative staff, holding and/or participating in meetings to ensure all staff work collaboratively to meet the Council's administrative needs.
- Liaise with the IT support contractor for Council in terms of arranging onsite requirements and meeting the requirements of the contract for services.
- Assist managers with coordinating new phone/internet plans or changes as the central coordinator for the Council's business plans.
- Coordinate Council's internal phone system and service provider, including phone set up and staff training in system.
- Prepare lease agreements for marina berths and foreshore boat shed leases and ensure pricing and related payment arrangements are put in place with relevant Finance staff and systems.
- Issue bins to properties, liaise with waste provider and ensure appropriate charges are allocated to rates with the relevant Finance staff and systems.

ALL STAFF RESPONSIBILITIES

- Ensure that safety is considered and practised in all aspects of role performance and that it is effectively managed in accordance with Council's safe system of work.
- Comply with all Council policy and procedures which may be varied from time to time in consultation with appropriate staff.
- Carry out all responsibilities of the role in accordance with Council's code of conduct.
- Adhere at all times to the *Local Government Act 1993 Tas.* or any other specific legislation or professional standard that relates to the role.

QUALIFICATIONS, EXPERIENCE AND ABILITY (SELECTION CRITERIA)

1. A Certificate IV in business administration with experience in reception services and sound knowledge of IT platforms in providing customer service.
2. Experience with financial processing as it relates to receipting, debits/credits, balancing funds and problem solving discrepancies.
3. Knowledge of traineeships and experience in guiding and leading others in administrative work.
4. A capacity to create and maintain calm in the workplace whilst working under pressure and maintaining high levels of attention to detail.
5. Excellent communication skills in both written and verbal form and the use of multiple devices/platforms to enable efficient and effective communication.
6. High level organisational skills including an ability to prioritise work, ensure deadlines are met and manage expectations of others with respect of work requests and output.
7. Experience in identifying key work processes and being able to document these for training and audit purposes.
8. Experience in managing electronic records management platforms including changing platforms, managing migration of old records to electronic form, training others in use of electronic systems.
9. Demonstrated ability to generate and implement change which improves administrative works and/or customer services.
10. Ability to quickly develop a sound understanding of the Council processes and contribute to the continuous improvements of those processes.

Recruitment and Selection Information

August 2016



Glamorgan Spring Bay Council is committed to employment via merit selection which is based on ensuring the best person for the job will be hired. Discriminatory attributes such as gender, age, religion, political beliefs and so forth as covered by Tasmanian anti-discrimination legislation will not be considered or influence recruitment and selection decisions.

After applications are received they will normally be shortlisted against the selection criteria as outlined in the last section of the position description. Assessment of these criteria is carried out by reviewing all information provided by the applicant in their application.

An interview process will typically involve a panel of people that may include people outside of Council. Depending on the content to be covered interviews can range from 20 minutes to two hours and conducted face to face, via video links or over the phone. Applicants will be tested against the same criteria and the interviewee may be asked to elaborate further on information provided in their application.

A process may involve more than one interview with the same or different people, aptitude testing, psychometric analysis and referee checking. Preferred applicants may also be required to undertake a medical as per the risks identified for the position, their health disclosure and general compliance with Council's safety requirements.

Successful applicants will be advised verbally in the first instance of Council's offer and subsequently provided with a contract of employment for consideration. Generally people have up to 14 days to consider an offer made.

In some instances relocation assistance may be offered to a successful applicant.

Recruitment processes can take anywhere between two to 12 weeks to carry out depending on the components involve, applicant availability and location. During this time questions on progress should be directed to the person listed in the advertisement for specific position being filled.

Glamorgan Spring Bay Council does not provide for an appeal process with respect of recruitment and selection decisions.

All applications should be sent to kristy@hrisesp.com.au with the subject header of Application: Customer Service Coordinator.