



Weddin Shire Council

Bringing us together, sustaining Weddin into the Future

Position Description

Customer Service and Services NSW Officer

Directorate	Corporate Services
Location	Council Administration, 73 Camp Street Grenfell NSW 2810
Classification/Grade/Band	Band 1/Level3/Grade 5
Type	Fulltime Permanent (35 hours)
Date position description approved	20 December 2024

Council overview

The Weddin Shire Local Government Area (LGA) covers an area of 345,683 ha of the Central West Region, NSW; adjoining Cowra, Hilltops, Bland and Forbes Shires. Weddin Shire Council was formed out of the voluntary amalgamation of Grenfell Municipality and Weddin Shire areas in 1975. Council operates out of its Administration Building and Works Depot, both located in Grenfell, NSW, and provides services to the 3,700 residents in the Shire. Weddin Shire includes the villages of Caragabal, Greenethorpe, and Quandialla and the rural locality of Bimbi.

Council's Vision is one of a progressive rural locality with a vibrant and welcoming community, rich in both heritage and the natural environment, with a diverse and resilient economy that supports local employment and business.

This position provides a positive opportunity to advance achievement of Council's Mission and Vision, in the community at large.

Council values

A welcoming, friendly, caring and supportive community that welcomes equality and participation, working together, that offers a helping hand in times of need, shows deep respect for heritage and environment, values inclusiveness, engagement, freedom of choice, diversity and innovation.

Primary purpose of the position

To deliver a range of customer service and financial activities including provision of Services NSW processes, over the counter customer service and cashiering, creditors, debtors, payroll, and general financial processes.

Key accountabilities

Within the area of responsibility, this role is required to:

- To effectively complete Service NSW Council Agency Training ('accredited training').
- Undertake face-to-face customer service, phone, and email inquiries in relation to Service NSW activities.
- Ensure information released are in accordance with the *Privacy and Personal Information Protection Act 1998* and other such relevant legislation.
- Undertake and manage Council Customer Service administration including the customer service including providing guidance to customers face-to-face, through phone, and email inquiries relating to Council business.
- Ensure the presentation of customer service area is maintained at a high standard at all times.
- Ability to resolve customer issues and enquiries efficiently with appropriate escalation where necessary.
- Ensure application forms and council information are available at all times.
- Perform cashiering duties and balancing of daily takings as required.
- Attend to daily mail and banking requirements.
- Support the continuous improvement of administrative processes to enhance efficiency and service delivery across the Council.
- Ability to handle multiple tasks and prioritise duties effectively.
- Assist and when required perform payroll preparation, timesheet processing, data entry and deductions handling, file as required Compose correspondence, forms, guidelines and reports as required.
- Assist and when required perform accurate and timely payment of invoices including related data entry, database maintenance and reconciliations.
- Observe WHS requirements, follow SWMS requirements, safely perform duties, reporting incidents as required.
- Undertake other duties as required.

Key challenges

- Maintenance of superior customer service standards.
- Transactional accuracy.
- Integration with study program.
- Working collaboratively within the Corporate Services Team including other departments within Council.

Key internal and external relationships

Who	Why
Community members and Customers, Director Corporate Services, Management Accountant, Finance Officers- Rates, Creditors, Payroll Customer Services (NSW) Human Resources Management, WHS Officers, Visitor Centre, Librarian, Library Assistants, TAFE NSW	Completion of required duties effectively.

Key Dimensions

Decision making

Provision of effective and efficient customer service to internal and external customers. In accordance with the Delegation Register.

Reports to

Management Accountant

Indirect reports

Customer Service and Service NSW Officer (Trainee)

Essential requirements

- Qualification in Business/Administration or equivalent
- Demonstrated experience in a customer service role
- Demonstrated knowledge and intermediate computer literacy and technical orientation in digital information systems.
- Demonstrated high level communication (written and orally).
- Demonstrated high level of interpersonal skills, negotiation skills and conflict resolution management.
- C Class Driver's Licence (Provisional acceptable).
- Working knowledge of roles and responsibilities under the *Work, Health and Safety Act 2011*.





Desirable requirements

- Certificate in Business/Administration/Financial Services or above or equivalent.
- Previous Local Government experience.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Advanced
	Demonstrate Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Advanced
	Assets and Tools	Intermediate
	Technology and Information	Advanced
	Procurement and Contracts	Advanced

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Advanced	<ul style="list-style-type: none"> • Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Personal Attributes Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> • Is prepared to make decisions involving tough choices and weighing of risks • Addresses situations before they become crises and identifies measures to avoid recurrence • Takes responsibility for outcomes, including mistakes and failures • Coaches team members to take responsibility for addressing and resolving challenging situations • Oversees implementation of safe work practices and the risk management framework
Relationships Community and Customer Focus	Advanced	<ul style="list-style-type: none"> • Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the community/ regio
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none">• Is able to draw on wide-ranging interests and experiences when facing new challenges• Thinks broadly about the root of problems before focusing in on the problem definition and solutions Is able to discuss issues from different angles and project impacts into the future• Considers the broader context when critically analysing information and weighing recommendations Involves diverse perspectives in testing thinking and solutions
Resources Technology and Information	Advanced	<ul style="list-style-type: none">• Implements appropriate controls to ensure compliance with information and communications security and use policies• Implements and monitors appropriate records, information and knowledge management systems• Seeks advice from technical experts on leveraging technology to achieve organisational outcomes• Stays up to date with emerging technologies and considers how they might be applied in the organisation

CONDITIONS OF EMPLOYMENT

Customer Service and Service NSW Officer

1. The Candidate must be able to commence prior to March 2025 to be registered to undertake the Service NSW Council Agency Training.
2. All conditions in the Local Government Award 2023 apply to the person appointed to this role.

HOW TO APPLY?

How can I ensure I submit the best application possible?

So that your application is competitive, ensure that you submit a current resume, at least two referees with current contact details. You must provide a covering letter that addresses the key accountabilities for the role, essential criteria and desirable criteria.

When will I be notified of the outcome of the selection process?

Applications are considered against the position description and, if successful, interviews are offered shortly after the advertised closing date. All applicants who did not gain an interview, are notified via mail at this stage. If you are the successful applicant, you will be contacted via phone. All unsuccessful applicants who were interviewed will be notified in writing.

How do I know if I have been offered an interview?

If successful in the selection process, Council will contact you to arrange a suitable time for an interview shortly after the application closing date.

What do I do if I have left something out of my application?

Information can be added to your application at any time until the closing date. After this time, if you are successful in gaining an interview you can bring any additional information to the interview.

Who can I contact if I have questions relating to the role?

You can contact us on mail@weddin.nsw.gov.au. Noting that our office will be closed between 24 December 2024 to 6 January 2025. If you would like to contact somebody during the closure period, please direct your correspondence to mail@weddin.nsw.gov.au and cc Noreen.vu@weddin.nsw.gov.au.

Where do I submit my application to?

Applications are addressed to the General Manager and can be submitted via mail@weddin.nsw.gov.au or posted to Weddin Shire Council, PO Box 125, Grenfell NSW, 2810.

APPLICATIONS CLOSE 4:00pm, FRIDAY 21 February 2025

Note that Council is currently recruiting for a number of traineeships and apprenticeships, this position is a standalone position and should not be confused with this program.