



Job and Person Specification

Position:	Corporate Services Officer
Department:	Corporate Services
Reports to:	Corporate Services Coordinator
No of Direct Reports:	Nil
Award / Level:	Administration Level 2
Incumbent:	
Date Appointed:	

Position Objective
<p>The Corporate Services Officer position is a member of the Corporate Services Team who act as a key customer service point between Council and the general public requiring consistently high customer service standards.</p> <p>This position requires a person to be multi skilled as they are responsible for assisting with a range of general administrative duties which could also include providing assistance with debtors and creditors, payroll, rates and reception depending on the skills, experience and knowledge of the incumbent.</p> <p>The position will require adherence to our organisational values of “Working as a team with open and honest communication; we act with integrity whilst showing respect and being positive and proactive in our actions.”</p>

Key Result Area	Key Tasks	Performance Indicators
Customer Service	<ul style="list-style-type: none"> Provide an efficient response to customer enquiries including over the counter transactions, telephone enquiries for both the main office and works depot in accordance with Council’s Customer Service Charter. Activate Customer Service Requests where appropriate. Provide assistance and cover for Customer Service staff as required. 	Customers receive prompt and accurate service within Customer Service Charter expectations.
Administrative Duties	<ul style="list-style-type: none"> Undertake a range of general administrative duties relating to the activities of Council service delivery. 	
Finance	<ul style="list-style-type: none"> Provide assistance and support for finance activities undertaken by Corporates Services, which could include; <ul style="list-style-type: none"> ~ Creditors – produce purchase order, process invoices and payments; 	Accurate and timely completion of specialist tasks in accordance with agreed procedures and performance standards.

	<ul style="list-style-type: none"> ~ Debtors – process invoices, debt collection; ~ Rates – process rates enquiries, refunds, debt Collection; ~ Payroll - enter timesheets and process fortnightly pays, process superannuation and update ATO data; ~ Bank Reconciliations – process daily reconciliations. 	
Records	<ul style="list-style-type: none"> • Provide assistance and support for the Information Officer. 	Ensure information is captured to record keeping standards.
Governance	<ul style="list-style-type: none"> • Provide general administration assistance to the Governance area as and when required. 	Ensure Governance matters continue to be undertaken in a timely manner.
Occupational Health and Safety	<ul style="list-style-type: none"> • Work in accordance with OH&S legislative requirements at all times. • Participate in occupational health and safety training. • Report incidents and accidents to Risk and Safety Coordinator. • Participate in Risk Assessment activities. 	Compliance with Workplace Health & Safety Act 2012 OH&S training is completed as requested.
Legislation and Council Policies	<ul style="list-style-type: none"> • Be aware of and ensure a thorough understanding of all relevant Council Policies and Procedures. • Understand the requirements to ensure compliance with any occupational specific legislation. 	Compliance with policies, procedures and legislative requirements.

Selection Criteria/Person Specification	
QUALIFICATIONS/ EXPERIENCE	<ul style="list-style-type: none"> • It is essential that the applicant has relevant experience in general administration and/or finance fields. • Experience in the Microsoft Suite of products eg word, excel, outlook. • Understanding of debtor and creditor functions is desirable but not essential. • Experience with payroll is desirable but not essential. • Proven ability to work with a variety of software programs, for example financial systems, records management, etc and the ability to work in a technology equipped environment. • Knowledge of Council operations and the tasks performed, or the ability to acquire such knowledge.
KNOWLEDGE/SKILLS	<ul style="list-style-type: none"> • High level administrative skills with an eye for detail. • Well developed interpersonal skills and an ability to communicate in a friendly and effective manner whether it is verbally or in writing. • Ability to assess and efficiently respond to customer enquiries including over the counter transactions and telephone enquiries by assisting quickly, politely and professionally. • Ability, either individually or as a member of a team to plan, organise, set priorities and work effectively and efficiently and to provide help to other staff members in peak periods. • Basic problem solving skills.
Selection Criteria/Person Specification	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • An approachable and helpful nature. • An ability to both pacify and satisfy difficult customers. • An ability to communicate in a professional and pleasant manner. • Ability to maintain confidentiality.
Other Specifications	
DELEGATIONS & AUTHORITY	N/A
JOB REQUIREMENTS	The incumbent is required to work within established guidelines, timeframes and objectives and in accordance with Council policy and procedures and government legislation.
EEO	Ability to clearly understand and adhere to all Council policies associated with Equal Employment Opportunity, Discrimination and Harassment.
TRAINING	Will be provided on the job

By accepting this position the employee understands their responsibility:

- To keep all information that they are exposed to confidential during and after their period of employment with Break O’Day Council. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- To not access any information within Council's systems that is not directly relevant to their work.

Employee
Signature: _____

Date: ____ / ____ / ____

Approved By
Departmental
Manager: _____

Date: ____ / ____ / ____

Approval By
General
Manager _____

Date: ____ / ____ / ____

Date Position
Created: ____ / ____ / ____

Date Position
Reviewed: ____ / ____ / ____