



Customer Services Officer

1. TITLE

Customer Services Officer

2. LEVEL

Local Government Industry Award 2010 Level 2 or higher dependant on experience.

3. SECTION

Administration

4. POSITION OBJECTIVES

4.1 Objectives of Position

- Provide an efficient and professional customer service to the public
- Undertake Department of Transport licensing functions at the front counter.
- Ensure the accurate input of data and reliable day to day operation of the Records Management System.
- Assist with, health, building, planning and general enquiries

5. REQUIREMENTS OF THE POSITION

5.1 Skills

- (i) Developed typing and computer skills
- (ii) Developed numeracy skills
- (iii) Developed public relations skills.
- (iv) Developed communication skills - both written and verbal.
- (v) Developed reception and telephone skills.
- (vi) Developed time management and organisational skills.

5.2 Knowledge

- (i) Knowledge of Microsoft applications i.e. Word, Excel etc

5.3 Experience

- (i) Some experience within an office environment would be advantageous but not essential.

5.4 Qualifications and/or Training

- (i) No formal qualifications required
- (ii) Completion of high school certificate, vocational or tertiary qualifications desirable.

6. KEY DUTIES/RESPONSIBILITIES

6.2 General

- Customer service, counter, licensing and telephone enquiries.
- Record and distribute mail and emails to relevant staff in accordance with established procedures.
- Maintain stationery and other supplies for the administration office in consultation with Executive Support Officer.
- Reception and cash receipting in accordance with established procedures.
- Maintain records/filing system in consultation with Deputy CEO.
- Reconcile daily funds received with receipts issued and prepare bank deposits.
- Arrange deposit funds to be banked.
- Prepare, record and deliver outgoing mail to post office daily in accordance with established procedures.
- Maintain dog and cat registration records and generate renewal notices in accordance with established procedures.
- Maintain cemetery records accurately and liaise with funeral directors in a timely and efficient fashion in accordance with established procedures.
- Maintain council housing rental payments in accordance with established procedures.
- Maintain venue bookings and organise catering where directed.
- Any other duties consistent with the level of the position as directed by management.

6.1 Department of Transport Licensing

- Undertake all duties pertaining to Department of Transport licensing procedures and vehicle licensing. *The successful applicant will attend a licensing course.*

7. ORGANISATIONAL RELATIONSHIPS

7.1 Responsible to;

Deputy Chief Executive Officer

7.2 Supervision of

Nil

7.3 Internal and External Liaison

Internal: Chief Executive Officer
Deputy Chief Executive Officer
Manager of Works and Services
Environmental Health/Building Officer
Finance Officer
Executive Support Officer

External: Employer Organisations
Union Officials and Representatives
Government Departments
Council's Workers Compensation Insurer
Ratepayers
General Public

8. EXTENT OF AUTHORITY

Work within confines of standards and procedures, under regular supervision of the Finance Officer and Deputy Chief Executive Officer.

9. SELECTION CRITERIA

Essential

1. Developed typing and computer skills
2. Developed numeracy skills
3. Developed verbal communication skills
4. Basic public relation skills
5. Developed knowledge of Microsoft Office applications (word, excel etc)
6. Police clearance for Department of Transport licensing functions

Desirable

1. Completion of high school certificate, vocational or tertiary qualifications desirable.
2. Knowledge of Local Government
3. Hold a current "C" class motor drivers licence