



**Southern Grampians**  
SHIRE COUNCIL

**Private and Confidential**

**Casual Customer Service Officers / Administration**

## About the Southern Grampians Shire Council

Southern Grampians Shire Council, located in South West Victoria has a landscape dominated by the spectacular Grampians mountain range, ancient volcanoes, tranquil rivers and waterfalls and undulating pastoral land dotted with majestic red gums, the Southern Grampians spans the heart of Victoria's renowned 'Western District' with the Shire located 290 kilometres west of Melbourne and 500 kilometres south east of Adelaide.

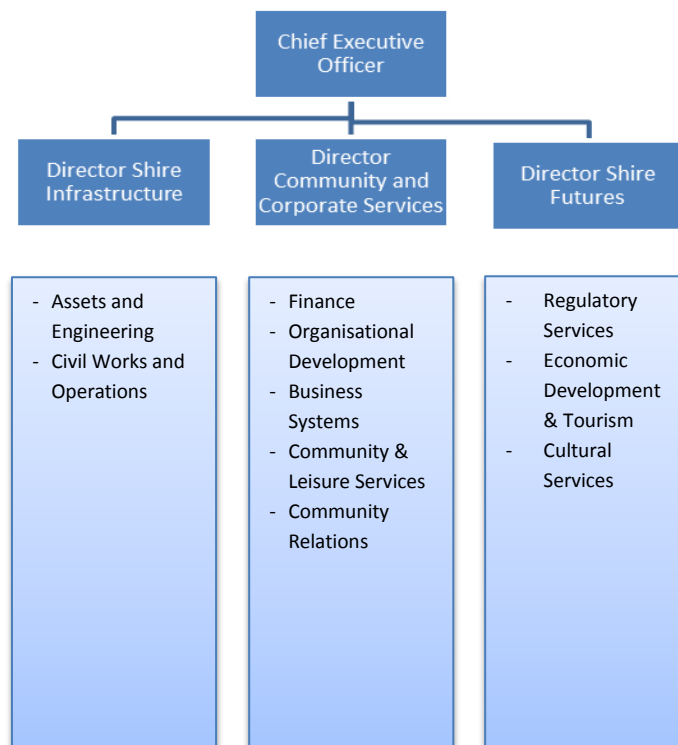
Southern Grampians with an area of 6,652 square kilometres with a population of over 17,000 residents, is a progressive and vibrant community with outstanding recreation facilities, highly regarded schools, excellent medical facilities and a safe family friendly environment. The Council as an organization promotes leadership, innovation and working together and is committed to delivering quality services.

Hamilton which is the main retail and service centre is approximately one hours drive from the coastal areas of Port Fairy, Warrnambool and Portland and is supported by the smaller towns of Balmoral, Branxholme, Byaduk, Cavendish, Coleraine, Dunkeld, Glenthompson, Penshurst and Tarrington. Seven elected members, including the Mayor represent the community of Southern Grampians. For further information visit [www.visitgreaterhamilton.com.au](http://www.visitgreaterhamilton.com.au)  
Bus and Rail services are available to Melbourne, via Ararat and Warrnambool.

## Organisational Structure

Southern Grampians Shire Council is committed to a culture of strong, positive leadership, respect & integrity and aims to attract and retain skilled, loyal and dedicated people by offering work-based training opportunities, flexible working arrangements and providing a great work / life balance.

Council's workforce is organized into three directorates and the office of the Chief Executive Officer with more than 400 staff covering all types of professions – from lifeguards to community support workers, grader operators to customer service officers and librarians to building inspectors. Council's main offices are located in Hamilton and numerous other worksites are spread across the Shire, including Depots, Swimming pools and the Hamilton Art Gallery.



# Our Values

## Innovative

We will be open to new ideas, will welcome creativity and embrace change.

## Collaborative

Together we will work smarter to achieve agreed common goals

## Respectful

We will be caring, accept differences and value diversity

## Trusting

Will be open, honest and brave

## Empowering

We will provide opportunities, and deliver and inspire success

## INSTRUCTIONS FOR APPLICANTS

Southern Grampians Shire Council offer jobs to people on the basis of competencies and experience. The applicant considered to be the best fit for doing the job is selected. To decide this we look at your qualifications, experience, skills, work practice, personal qualities, attitude and organisational fit. Choosing the best person for the job is part of our policy of Equal Employment opportunity. The Position Description (PD) provides the **selection criteria**. You need to show how you meet the selection criteria otherwise your application will not be considered any further.

## COMPLETING YOUR APPLICATION

- Follow instructions in the Candidate Briefing Pack.
- Provide a covering or application letter.
- Write a statement about how you meet each **Selection Criteria** (essential & desirable) for the position. If this is not completed you will not advance any further in the selection process.
- Include a current **Resume**. This should include employment history, including voluntary work, you have done in the past, what organisations you have worked for, the period of employment, the kind of work you did, relevant to the job description.
- Provide the names and phone numbers of **Three Referees** (at least one referee should be current supervisor, if possible). Also add the nature of your relationship i.e. supervisory.
- Ensure you submit your application by the closing date. Applications received after the closing time and date will not be accepted.

## ADDRESSING THE SELECTION CRITERIA

To address the above, you need to demonstrate how you possess each competency by relating it to your experience, skills, knowledge and personal qualities. Use examples, if appropriate, and include any formal qualifications and industry experience.

## SUBMITTING YOUR APPLICATION

Your application can be submitted via email to [jobs@sthgrampians.vic.gov.au](mailto:jobs@sthgrampians.vic.gov.au)

or via post to:

Manager Organisational Development  
'Private and Confidential'  
Locked Bag 685  
Hamilton 3300

Applications must be addressed to the above email address, applications sent directly to staff will not be accepted. Applications must be received by the closing time and date, or they will not be accepted.

Applications submitted via email will receive an electronic acknowledgement, however applications submitted via post will not receive a receipt of acknowledgement.

Please also note that due to a number of factors, our shortlisting process may take up to four weeks thus it may be four weeks before we make contact with you.

## **ATTENDING AN INTERVIEW**

If you are selected for an interview, you will be contacted by phone or email and told when and where the interview will be. Prior to the interview you will be required to complete the following forms:

- A Consent to an employment screening check and
- A Relevant Factual information - Applicant Declaration.

In addition to the interview, you may be asked to demonstrate your skills, knowledge and experience through alternative selection techniques, such as demonstration, presentation or an alternative option.

Council reserves the right to hold a second interview with the preferred candidates.

## **AFTER INTERVIEW**

If you are selected to move to the second stage of the interview process, you will be requested to complete

- A Medical Declaration, and
- A Criminal History Record Check Consent Form.

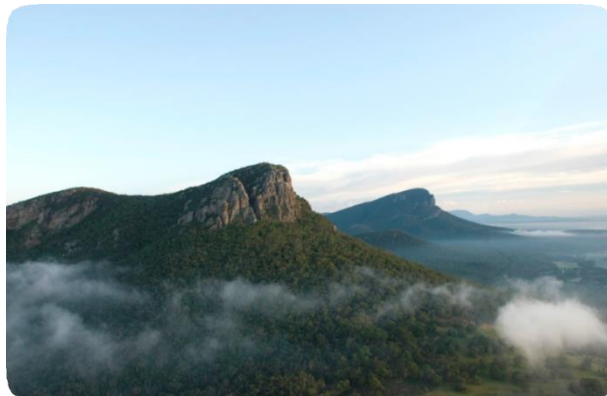
You will also be asked to provide 100 points in Identification check.

You may be asked to undertake a full medical including a drug test and you may also be required to complete a psychological test.

## **ALL INFORMATION PROVIDED WILL BE STRICTLY CONFIDENTIAL.**

You should note the following:

- Any false or misleading information when completing your application pack may result in not being selected for employment, or, if already employed, dismissal.
- Where a criminal record check proves positive, i.e. where the search of criminal records reveals a conviction, the information will be treated confidentially. A positive result from a criminal record check will not necessarily preclude a person from being employed. Each particular case will be determined on its merits and relevance to the position applied for. Disclosure of any pending charges is also mandatory.
- Where an applicant refuses to provide sufficient detail for a criminal record check, the applicant will not be considered for employment.



# CONFIDENTIALITY AND DECLARATION OF INTEREST FORM

## CONFIDENTIALITY *(Each panel member to sign this section.)*

Panel members are reminded of their obligation to treat both the selection process and the information contained in the relevant files with the utmost regard for confidentiality. It is only the panel convenor who is authorised to provide feedback to applicants unless another panel member is specially authorised to do so by the panel convenor. Disciplinary action may be taken in the case of any breach of confidentiality.

As a member of the selection panel for

\_\_\_\_\_,  
(name of position)

I understand and agree to abide by the confidentiality requirements of this selection process.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(please print)

## DECLARATION OF INTEREST *(to be completed if applicable)*

Panel members are also reminded that the Recruitment, Selection and Appointment Standard requires selection methods and their application to be free from bias, patronage and nepotism.

Each panel member is required to declare if he or she has any family, marital or personal relationship with any of the applicants in this selection process that may compromise the panel member's ability to undertake this role.

### DECLARATION

Name of Panel Member: \_\_\_\_\_  
(please print name)

Nature of Declared Interest: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The above matter has been discussed with me ( \_\_\_\_\_ )  
as panel convenor and the following determination made:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Position Details

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|                  |  |
|------------------|--|
| Title:           | Casual Customer Service Officer / Administration |
| Classification:  | Band 3   |
| Position Number: | 179  |
| Business Unit:   | Community Relations                              |
| Reports to:      | Coordinator Community Relations                  |

## Position Summary:

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- Customer service is a series of activities designed to enhance the level of customer experience – that is, the feeling that the service has exceeded the customer expectation of all people one comes in contact with. A customer service experience should change the entire perception the customer has of the organization and the services delivered.
- This position is responsible for the handling of different types of transitions within the Customer Service Area. The position is also responsible for the completion of daily tasks and works as part of a team towards achieving the departments Key Performance Indicators.
- The Customer Service Team works with all staff across the organisation on continual improvement and Service Quality. The Customer Service role is solution focused and works in consultation with our internal/external customers and other departments.

## Key Responsibilities

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- Computer operations, utilising Microsoft Office and database applications as required;
- Undertake filing of documents and correspondence as required and including the creation of files as directed;
- Maintain databases, perform data input and word processing in an accurate and timely manner;
- Provide a professional customer enquiry service, and refer enquiries as appropriate;
- Provide a responsive and professional switchboard service;
- General administration and other duties as directed.

## Extent of Authority

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- Responsible for conveying to the public, an informed and professional image of Council, when responding to public enquiries;
- Responsible for the appropriate allocation of documents to Council's subject classification scheme;

- Responsible for responding to general enquiries made by the public, and providing information as required. Some enquiries may need to be referred to a more senior officer prior to a response being provided;
- Responsible for all revenue received until handed over ready for banking;
- Responsible for determining the importance of an enquiry or message with regard to urgency and referral to appropriate personnel;
- Responsible for computer processing and ledger updating;
- Responsible for accurate and timely data entry;
- Commit to and adhere with Councils Child Safe Requirements.

### **Judgement and Decision Making**

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- Ability to make decisions and carry out procedures in accordance with well-defined office/administration practices;
- Advice and guidance is always available within the time required to make a choice.

### **Specialist Skills and Knowledge**

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- Excellent public relations and communication skills with the ability to maintain an efficient, courteous and pleasant manner at all times;
- Demonstrated proficiency in computer/keyboard skills, data entry, and the use of personal computer applications utilising Microsoft Office;
- Ability to access and understand computer-produced data;
- Demonstrated knowledge and accuracy with numerical data and cash-handling;
- Capacity to work effectively within a team environment;
- Proficiency in general clerical/administrative skills;
- High level public relations and communication skills;
- Ability to operate a range of office equipment.

### **Management Skills**

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Will comply with systems and policies to ensure a safe work environment by:

- Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act;
  - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare;
  - Contribute to OHS consultation processes;
  - Prompt reporting of hazards and incidents
- Proven ability to plan own time and set priorities;



- Proven ability to meet set timelines;
- Ability to develop a knowledge of community groups and services;
- Understanding of and commitment to continuous improvement.

### **Inter-personal skills**

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- Demonstrated ability to display a tolerant and understanding approach towards members of the public at all times;
- Able to gain the cooperation of customers (both internal and external);
- Demonstrated ability to serve the public in a polite, cooperative and confident manner, and to refer enquiries and requests to other staff as appropriate;
- Demonstrated ability to work harmoniously in a team environment, and to promote a team approach to work practices;
- Well-developed verbal and written communication skills – including conflict resolution skills;
- Ability to maintain confidentiality;
- Recognition of the requirement to seek assistance and advice when uncertain of the correct response to an issue;
- Able to prepare routine correspondence and reports as required.

### **Compliance with Legislation and Policies**

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Adhere to all current relevant codes of conduct and legislative requirements including:

- Southern Grampians Shire Council Policies and Procedures;
  - Southern Grampians Shire Council Staff Code of Conduct;
  - Privacy and Data Protection Act 2014 (Vic);
  - Equal Opportunity Act 2010 (Vic);
  - Occupational Health and Safety Act 2004 (Vic);
  - Government/Industry Codes of Conduct;
  - The Southern Grampians Shire Council Enterprise Agreement; and
  - The Municipal Emergency Management Plan.
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- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
  - Responsible for ensuring the security of Council's assets under the Officer's control;
  - Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

## Key Selection Criteria

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The employee will demonstrate the following:

- ✓ Well-developed computer knowledge and experience;
- ✓ Demonstrated ability to perform a range of administrative tasks;
- ✓ Demonstrated interpersonal and communication skills to liaise effectively with public and other staff;
- ✓ Demonstrated problem-solving skills, including the ability to analyse statistics and plan preventative actions;
- ✓ Good Communication and people skills;
- ✓ Ability to gain cooperation and assistance from other employees and external stakeholders;
- ✓ Ability to remain pleasant and courteous at all times even when dealing with difficult people;
- ✓ Ability to deal discreetly and tactfully with confidential and sensitive matters;
- ✓ Ability to manage own time and work harmoniously in a team environment;
- ✓ Experience in a clerical position, preferably involving customer service, cash handling and document handling;
- ✓ Current Victorian Driver's Licence;
- ✓ May require a current working with children check
- ✓ Broad understanding of the functions and services provided by Local Government.

## Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

SGSC: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

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