



SOUTH GIPPSLAND SHIRE COUNCIL

POSITION DESCRIPTION

POSITION:	Customer Service Officer
DIRECTORATE:	Development Services
DEPARTMENT:	Economic Development, Tourism & Customer Services
CLASSIFICATION:	Band 4
EMPLOYMENT STATUS:	Casual
CURRENT OCCUPANT:	Vacant
DATE:	April 2016

ORGANISATION OVERVIEW

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

DEPARTMENT/TEAM

The Economic Development, Tourism & Customer Services department is responsible for:

- Economic Development and Tourism
- Visitor Information Centres
- Customer Services
- Coal Creek Community Park & Museum
- Council-managed Caravan Parks

The department's annual operating budget is approximately \$3 million.



ORGANISATIONAL RELATIONSHIPS:

Reports to:

- Customer Service Team Leader
- Visitor Services Coordinator
- Coordinator Coal Creek Community Park and Museum
- Caravan Park Caretakers and Coordinator

Direct Reports:

- Nil

Key Internal Relationships:

- Manager Economic Development, Tourism and Customer Services
- Customer Service team
- Visitor Information Services team
- Economic Development and Tourism team
- Coal Creek Community Park and Museum staff and volunteers
- Caravan Parks team

Key External Relationships:

- Residents and members of the public
- Community groups
- Contractors
- Other local government organisations
- Local tourism associations
- Prom Country Regional Tourism members
- Stockyard Gallery, Foster Library, Parks Victoria Foster
- Tourism industry groups
- Visitors to South Gippsland
- Visitor Information Centres outside of South Gippsland
- Local businesses

1. POSITION PURPOSE

- Provide frontline counter and telephone services to residents and visitors to the shire
- Deliver professional, accurate and friendly customer service and information within Customer Service, Coal Creek Community Park and Museum, Visitor Information Centres and Council-managed caravan parks
- Maintain a high level of knowledge of products and services that Council offers to its customers
- Handle initial customer complaints or disputes in line with Council's Dispute Resolution Guidelines



- Assist with general enquiries, processing of payments and provide administrative support to the department

2. KEY RESPONSIBILITIES

- Handling payments and preparing money for banking on a daily basis in accordance with Council's processes and procedures
- Opening and closing the office working space as per processes and procedures for the relevant site
- Processing accommodation bookings via a central booking system in a timely and accurate manner
- Updating and maintaining a monthly events calendar, tourism-related databases and assisting with stock control
- Assisting with maintaining website information at Visitor Information Centers, Coal Creek Community Park and Museum and council-managed caravan parks in consultation with Coordinators of relevant site

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following:

- Accountable for operating the Central Booking Service relevant to each site
- Exercise skills in decision-making within clear guidelines, processes and policies
- Support all administrative duties including banking, processing of accounts, mail and statistic correlation where required
- Accountable to act in accordance with the Council's policies and procedures. Where you do not know, you are obligated to find out.
- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for visitors, community and the organisation.
- Demonstrate commitment to support and embrace a continuous improvement, environment and culture within the organisation.
- Accountable to demonstrate and encourage appropriate safety practices in accordance with Council's policies and procedures



4. JUDGEMENT AND DECISION MAKING SKILLS

Judgement and decision-making will be within the ambit of the following:

- The ability to suggest administrative processes and procedures to improve outcomes in the role to management
- Guidance and advice is always available

5. SPECIALIST SKILLS AND KNOWLEDGE

The skills and knowledge required to perform the duties of the position include:

- Knowledge of, and ability to operate software applications including but not limited to Microsoft Word, Excel and Outlook
- Well-developed customer service and communication skills
- A commitment to ongoing development by taking a proactive approach to continually improving skills and abilities
- Knowledge of the tourism industry and assets within South Gippsland

6. MANAGEMENT SKILLS

The required management skills include:

- Ability to complete work within specified times, meet deadlines and prioritise own work without supervision
- Ability to adapt to changes in the work area
- Ability to work as part of a team
- Involvement with on the job training where necessary.

7. INTERPERSONAL SKILLS

Required interpersonal skills include:

- The ability to work as an effective member of a team
- The ability to effectively communicate with external and internal clients



- The ability to engage the needs of visitors appropriate to the site
- Well-developed customer service skills
- Excellent personal and professional presentation

8. QUALIFICATIONS AND EXPERIENCE

The qualifications and experience required for the position include:

- Experience in a customer service/reception, switchboard operation, and/or administration role
- Qualifications or experience in tourism would be advantageous
- Experience in receipting, processing and balancing of customer payments
- Demonstrated capabilities in operating reservation systems
- Ability to operate Microsoft Word, Excel and Outlook, internet and database searching programs
- Current Victorian Driver License
- Current Working with Children Check

9. SELECTION CRITERIA

- Demonstrated experience in a customer service/reception, switchboard operation, and administration role and/or a certificate in business administration
- Demonstrated experience in receipting, processing and balancing of customer payments
- The ability to work as an effective member of a team
- Experience in tourism and or visitor information services
- Well-developed customer service and communication skills
- Ability to operate Microsoft Word and Excel, Outlook
- Current Victorian Driver License



10. PRE EMPLOYMENT CHECKS

- Applicants may be required to complete a police check if progressing to the next selection stage
- Applicants will be required to obtain a Current Working with Children Check
- Applicants may be required to undergo a Medical check if progressing to the next stage
- Applicants may be required to undergo an Integrity/Psychometric assessment if progressing to the next selection stage.

Acceptance of the Position – Successful Candidate to Complete	
Agreement:	
I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general Terms and Conditions of Employment and I agree to the terms and conditions.	
Name (Please print):	
Signature:	Date: