

**General Information for the Position of  
Customer Service/ Records Officer - Relief  
within the Finance & Administration  
Department**

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**Applications Close:** 4:00 pm Thursday, 4th April 2019

**Further Information can be obtained from:**

Treasurer  
Mrs Jillian Murray (02) 6847 6600

***SCHEDULE 1***

***ADVERTISEMENT FOR THE POSITION***

**CUSTOMER SERVICE/ RECORDS OFFICER - RELIEF**

**POSITION VACANT**

**Customer Service/ Records Officer - Relief**

Applications are invited and will be received up until **4.00 pm, Thursday, 4th April 2019** for the position of Customer Service/ Records Officer - Relief within the Finance & Administration Department of Warren Shire Council.

The successful applicant will be employed on a Relief full-time basis with possibility to be employed permanently. They must hold a Current Driver Licence and previous experience with Microsoft Office products is essential.

Council is an equal opportunity employer. Applicants will be required to undertake a workplace assessment (Medical) prior to successful appointment.

An information package should be obtained by telephoning Council on (02) 6847 6600, attending the Administration Centre, 115 Dubbo Street, Warren, during office hours or downloading via council's website – <http://www.warren.nsw.gov.au/council/employment>

All applications shall be forwarded to the General Manager, Warren Shire Council, PO Box 6, Warren, NSW, 2824 and are to be marked: Position Vacant: Customer Service/ Records Officer - Relief.

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***SCHEDULE 2***

***POSITION DESCRIPTION***

**CUSTOMER SERVICE/ RECORDS OFFICER - RELIEF**

## Position Description

<b>Position Title:</b>	<b>Customer Service/ Records Officer (Relief)</b>
<b>Department:</b>	Finance & Administration
<b>Classification:</b>	Operational Band (Band 1, Level 3)
<b>Grading:</b>	Local Government (State) Award 2017
<b>Allowances:</b>	Uniform
<b>Hours of Duty:</b>	19 day month flexitime system, 35 hour week 8:30 am start 5:00 pm finish, 1 hour lunch.
<b>Annual Leave:</b>	4 Weeks per year
<b>Responsible Officer:</b>	Divisional Manager Finance & Administration
<b>Immediate Supervisor:</b>	Divisional Manager Finance & Administration

### **Position Objectives:**

To undertake all on-line processing of the Service NSW Agency functions allocated to Warren Shire Council. Maintain and keep up to date Warren Shire Council's Records including registering, allocating and stocktaking of files. Daily cashiering and end of day balancing of Warren Shire Council's payments received.

Promote a positive image of Council as an efficient caring service provider.

### **Licences, Qualifications and Experience:**

#### **Essential:**

School Certificate  
Experienced with Microsoft Office Products  
Proven numeracy & literacy skills  
Class C Motor Vehicle Drivers Licence

#### **Desirable:**

Higher School Certificate  
Office Administration Course/ Training  
Previous Customer Service

**Schedule of Duties:**

- Daily cashiering and balancing of both Warren Shire Council and Service NSW income
- Participate in and promote a positive public image of the Council.
- Promote the Council as a caring service provider.
- Provide assistance wherever possible to the Manager Finance & Administration and the public.
- Use Council's computer system
- Review, forward & register emails received through Council's main account
- Develop a thorough working knowledge of all processing required in line with the procedures as set out by Service NSW.
- Collect, register and allocate Council inward mail on a daily basis as set out in Records Section procedures.
- Ensure all correspondence is placed on files, file card and cover marked and delivered to the relevant Officer on a daily basis.
- Carry out monthly file reconciliation.
- Ensure that all file out trays are collected morning and afternoon and files marked accordingly and replaced in Council filing cabinet on a daily basis.
- Ensure completed files are recorded and placed in Council's archives and these records are kept in order.
- Balance cash float each day and advise supervisor of any discrepancy.
- Assist staff or other Departments as directed.

**Customer Service**

- Project and promote the image of Council as both positive and efficient through maintaining professional standards and presentation.
- Attend to enquiries from internal and external customers promptly and professionally.
- Communicate effectively and sensitively with both internal and external customers.
- Objectively solve disputes and/or problems that may arise with internal and external customers
- Work cooperatively with other organisations

## **Work Health and Safety Responsibilities**

All employees are responsible for WHS at Warren Shire Council and their duties include:

- Working in a safe manner without risk to themselves, others, Council's equipment, or the environment;
- Reporting all WHS hazards and incidents to their supervisor;
- Reporting all injuries and illnesses to their supervisor and the Work Health Safety/Risk Officer within 24 hours;
- Providing suggestion, through agreed consultation method, on how to improve WHS issues;
- Seeking assistance if unsure of WHS procedures;
- Reporting any faulty equipment or plant to their supervisor;
- Participate in WHS consultation arrangements in your workplace;
- Complying with any Return to Work Plan if injured;
- Correctly using all personal protective equipment; and
- Complying with emergency and evacuation procedures.

## **Physical Demands**

The position holder is required to be physically fit as they are likely to be exposed to a range of indoor activities including prolonged standing, sitting, close eye work; dealing with the public; meeting deadlines.

## **Key Accountabilities**

- Adherence to authorised working hours
- Adherence to adopted safe working practices
- Adherence to adopted policy of Council
- Carry out duties as instructed
- To ensure all records are maintained
- Ensure harmonious and productive relationships exist with the Council staff
- To promote a positive image of Council

## **Output Measures**

- Standard of workmanship
- Number of work safety incidents
- Record of staff matters
- Attendance record
- Presentation

**Position Skill Descriptors - Operational Band, Level 3 (B1 L3):**

**Authority and accountability:** Responsible for completion of regularly occurring tasks with general guidance daily.

**Judgement and problem solving:** Judgement is required to follow predetermined procedures where a choice between more than two options are present.

**Specialist knowledge and skills:** Application of skills, including machine-operation skills, following training “on the job” or accredited external training over several months.

**Management skills:** Some guidance/supervision may be required. May assist a co-ordinator/trainer with on-the-job training.

**Interpersonal skills:** Skills required for exchange of information on straightforward matters.

**Qualifications and experience:** Suitable experience or qualifications in several defined skill areas.

Date: 15th March 2019



***SCHEDULE 3***

***APPLICATIONS***

**CUSTOMER SERVICE/ RECORDS OFFICER - RELIEF**

## **APPLICATIONS**

Applications for the position of Customer Service/ Records Officer – Relief should be received by the General Manager by 4.00 pm on Thursday, 4th April 2019 addressed to: -

General Manager  
Warren Shire Council  
PO Box 6  
WARREN NSW 2824

Applications should include the following details: -

Personal Details  
Skills  
Experience  
Qualifications  
Motor Vehicle Driver's Licence Number and Class  
WorkCover Tickets  
Contact Telephone Number  
Contact Address

together with copies of two (2) recent references/referees.

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**Privacy Statement:**

As part of the recruitment process Warren Shire Council will be collecting information about you. This information is private information for the Privacy and Personal Information Protection Act. This information will be included in the recruitment file and accessed by Council Human Resources staff and members of the Recruitment Selection Panel. Applicants may request their information be returned to them at the conclusion of the recruitment process.

**Personal Details \* Required Fields**

<b>First Name*</b>	<b>Last Name*</b>
<b>E-mail*</b>	
<b>Phone*</b>	<b>Mobile</b>
<b>Street Address*</b>	<b>Postal Address*</b>
<b>City, Town, Suburb*</b>	<b>Postcode*</b>
<b>Country*</b>	<b>State*</b>

**Questions**

<p><b>1. Please indicate your eligibility to work in Australia*</b></p> <p>a. Australian/New Zealand Citizen</p> <p>b. Permanent Resident</p> <p>c. Current Visa including Visa Class and duration (expiry date)</p> <p>d. None of the above</p>
<p><b>2. If you answered Current Visa or None of the above, please provide details of your eligibility to work in Australia including Visa date or issue and any Visa restrictions</b></p>
<p><b>3. Have you read and understood the position description and the requirements for the position that you are applying for? *</b></p> <p>a. Yes</p> <p>b. No</p>
<p><b>4. Have you ever previously been employed by Warren Shire Council? *</b></p> <p>a. Yes</p> <p>b. No</p>

**5. If you answered Yes to the above question, please provide details of your employment (dates of employment and job/position title) \***

**6. Please explain your motivation for applying for this position and why you believe you are a suitable candidate\***

**7. Do you have any trade certificates, university or TAFE certificates or other (traffic control, etc.)? \***

- a. Yes
- b. No

**8. If you answered Yes to the question above, please outline your qualifications and your experience in relation to this position within Local Government\***

**Attach certified copies of all relevant documentation to this application\***

**9. What Class of motor vehicle driving licence do you hold? \***

- a. None
- b. Class C
- c. Class LR
- d. Class MR
- e. Class HR
- f. Class HC
- g. Class MC
- h. Other (please explain)

**State of Issue:**

**Date of Issue:**

**Expiry Date:**

<p><b>10. Do you hold a SafeWork Construction Induction (White Card) or equivalent? *</b></p> <p>a. Yes (Number on Card)</p> <p>b. No</p>
<p><b>11. Have you had experience working in a team environment? *</b></p> <p>a. Yes</p> <p>b. No</p>
<p><b>12. If you answered Yes to the above question, please detail your experience including examples*</b></p>
<p><b>13. Excellent Time Management, Customer Service, and Conflict Resolution skills are essential in this role. Provide actual examples of your experience of these skills*</b></p>
<p><b>14. Equal Employment Opportunity - Please note that providing this information is voluntary, any information you provide will remain confidential and will only be used for the gathering of statistical data.</b></p> <p><b>Are you Male or Female?</b></p> <p>a. Male</p> <p>b. Female</p>
<p><b>15. Do you identify as Aboriginal or Torres Strait Islander?</b></p> <p>a. Yes</p> <p>b. No</p>
<p><b>16. Is English the primary language spoken at home?</b></p> <p>a. Yes</p> <p>b. No</p>

**17. Do you have a disability?**

**a. Yes**

**b. No**

**18. If you answered Yes to the question above, please state what support or assistance you require in order to help through the recruitment process.**