

Position Description

A. POSITION PROFILE

Position:

**Customer Service Officer (Casual)
(Reception)**

Position Evaluation:

Award: Band 2 Level 1

Salary System Grade: 8

Conditions of Employment:

*Australian Citizen or Right to Work in Australia
Local Government (State) Award 2026*

Additional Benefits:

12% Superannuation

Position Occupant:

Vacant

Department:

Business

Section/Group:

Customer Service

Location:

Cootamundra ☒

Gundagai ☒

Direct Supervisor:

Manager Business

Number of Staff Supervised by this position:

Nil

B. STATEMENT OF FUNCTION

Provide efficient and effective reception and customer services at Council's Office, presenting a professional, helpful and positive image of Council.

C. KEY RESPONSIBILITIES

1. Ensure customer enquiries and complaints are handled professionally in a pleasant, courteous and efficient manner at all times.
2. Provide Council's office cashiering function, ensuring payments presented are accurately recorded, receipted and reconciled.
3. Regularly liaise with other customer service officers (across both Council offices), as well as other Council departments, to ensure consistent customer communications.
4. Ensure bookings for Council facilities are accurate and insurance details are obtained in accordance with Council procedures.
5. Ensure administrative tasks are performed accurately and efficiently.

D. DUTIES

Customer Service

1. Operate Council's switchboard and telephone message bank efficiently and effectively.
2. Provide courteous, timely service and accurate information to the general public in relation to all telephone and counter enquiries including advice on Council's operations, referring enquiries outside of knowledge and scope to appropriate staff member/s and conveying messages accurately.
3. Record requests for service and complaints received in the Customer Action Request (CAR) system ensuring referral to the appropriate officer and processing acknowledgement correspondence.
4. Within scope of expertise, handle difficult customer situations sensitively and professionally, ensuring a high level of service.
5. Update Council's electronic reception screens and social media platforms to ensure information and announcements are clear, current and relevant.
6. Liaise with Council's Communications Officer/Media Officer regarding issues or trends relevant to customer service and ensure an awareness of current Council activities and operations.
7. Contribute to the creation and development of customer service procedures, policies and work practices as required.

Cashiering

8. Provide timely and accurate receipting of all payments received by Council.
9. Undertake daily balancing of cash floats, monies and cheques received and EFTPOS and complete associated reconciliation records and banking documentation in accordance with policies and procedures.
10. Ensure the NSW Companion Animals Registrations are updated as part of receipting function.

Security

11. Promptly open and lock building entry points at commencement and conclusion of business.
12. Secure daily takings at the close of business.
13. Register and distribute Council keys as required, register their return and secure.
14. Ensure visitor access to the Council office is administered in accordance with Council procedures.

Administration

15. Prepare and deliver daily mail to Records Officer as required.
16. Deliver daily takings to the bank as required.
17. Record booking arrangements for street stalls, town hall and meeting rooms, including ensuring appropriate insurance documentation is obtained and liaise with staff to accommodate requests.
18. Undertake any supporting administrative tasks as requested (e.g. typing, data entry, faxing, scanning documents, laminating and shredding).
19. Maintain and order stationary supplies for Council's office and ensure stationary storage areas are kept tidy.
20. Ensure Council's brochures, documents, maps and customer-related forms are up to date, fully stocked and made available to customers.
21. Assist with the co-ordination and booking of Council vehicles and office equipment as required.
22. Undertake filing, records management and registration of correspondence.
23. Participate in team meetings as directed.

Records

24. Carry out the routine and regular collection, sorting, and distributing of inward postal mail and incoming electronic mail as required.
25. Register incoming correspondence on the Electronic Document and Records Management System (EDRMS) and allocate to staff for action or information in a timely manner.

Other duties

26. Carry out any other duties that are within the limits of the employees' skill, competence and training.
27. Travel to and provide customer service at Council's Gundagai office as required. A council vehicle can be provided to facilitate this travel.

E. ESSENTIAL CRITERIA

1. Demonstrated experience in a customer service/receptionist role.
2. Demonstrated cash handling, reconciliation and record keeping skills.
3. Demonstrated high level interpersonal, communication and conflict resolution skills.
4. Demonstrated experience in the use and application of the Microsoft suite of products (in particular Word, Excel and Outlook).
5. Current National Police Check (or ability to readily acquire).
6. Current NSW Class C Drivers Licence (Red Ps acceptable).
7. Working knowledge of roles and responsibilities under the WHS Act 2011.

F. DESIRABLE CRITERIA

1. Tertiary qualifications in Business Administration at Certificate III level or above or equivalent.
2. Previous Local Government experience.