



Schedule 2 – Position Description

Position Name:	Business Support Officer (Customer Service)
Incumbent:	
Position Number:	
Directorate:	Communities
Team:	Customer Service
Position Status:	Temporary Part-Time (12 months)
Award:	Queensland Local Government Industry (Stream A) Award
Classification Level:	3
Reports to:	Customer Service Coordinator
Accountable for:	N/A
Located:	Ilfracombe
Revised:	November 2023

Our Vision

Connecting Council and Community

Our Mission

Delivering Excellent Services

Our Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking



Position Objective

The primary objective of this position is to provide a range of customer service and business administration support services from the Ilfracombe Branch Office.

Position Responsibilities

- Provide a range of business administration support services for one or more of the following teams; Tourism, Customer Service, Libraries and Postal Services.
- Promote Longreach Regional Council as a customer-focused organisation at all times by ensuring that all visitors and customers are dealt with efficiently, courteously and in accordance with Council's Customer Services Charter.
- Process payments from customers ensuring monies balance and are prepared for banking ensuring cash management controls are maintained and all money is properly accounted for.
- Process requests for service effectively and efficiently determining the exact nature and extent of all requests, utilising the appropriate system to initiate and /or conclude a course of action and follow through to ensure that customers receive a quality service response.
- Research, make decisions and draft responses to customer correspondence received as required, ensuring customer service standards for correspondence are met. Escalate other correspondence to appropriate staff or contact.
- Assist the Innovation and Business Improvement Team with records management including but not limited to:
 - Organising physical and electronic files in line with Council's records management policies and procedures
 - Register records into Council electronic document records management system
 - Ensure accuracy and completeness of records
 - Retrieve records and associated information from systems as required.
- Other such relevant duties/tasks as required which would generally fall within the scope of this position as directed by the accountable supervisor and/or Chief Executive Officer.

Position Requirements

Skills

- Able to demonstrate a commitment to Council's core values through personal action.
- Able to gain respect and create good working relationships across all levels of Council and Communities.
- Good attention to detail and a commitment to high quality work.
- Able to take initiative in improving processes to make them more efficient and effective.
- Able to cooperate, collaborate and share information with others in pursuit of team goals.
- Excellent time management, organisation and planning skills with an ability to prioritise and manage own time and meet critical timeframes.

Knowledge

- Knowledge and understanding of how to maintain a safe working environment.
- Knowledge and understanding of quality customer service principles.
- Ability to gain a knowledge and understanding of Council's policies and procedures.
- Ability to gain a knowledge and understanding of records management policies and procedures, including applicable legislation.
- Ability to gain a knowledge and understanding of how to navigate Council's core software applications ensuring accuracy and efficiency.

Mandatory Experience/Qualifications

- Current "C" Class Drivers Licence
- Demonstrated experience in a customer focused environment.
- Demonstrated experience in business administration roles and/or records management.

Desirable Experience/Qualifications

- Tertiary Qualifications in Administration or other relevant field.

Delegations and Authorisations

Nil

Physical Requirements

Physical Demand Category

- Sedentary Work
- Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- Heavy Work – Frequent lifting/carrying of objects weighing up to 20kgs.

Audio-Visual Demands

- Depth Perception Colour Discrimination Peripheral Vision Hearing

Specific Actions Required

This job may include:

Standing/Walking

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Sitting

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Driving

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Work Environment

Attribute	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Repetitive Motions

Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Plant operation with maximum seat rating of 150kgs

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and LRC– SMS (*Longreach Regional Council's - Safety Management System*) incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

Employees of Longreach Regional Council have the following responsibilities for health and safety at work.

- Take reasonable care of their own health and safety and ensure that their actions do not adversely affect the health and safety of others.
- Comply with and follow all reasonable instructions for work health and safety (WHS) and cooperate with all reasonable WHS policies, procedures, guidance, instructions, and directions.
- To not intentionally or recklessly interfere with or misuse any substance or thing provided in the interests of WHS.
- Use Longreach Regional Council's WHS risk management approach, participate in risk assessments and assist in identifying and using control measures to eliminate or minimise WHS risks.
- Ensure safe work practices including operating and maintaining all machinery, equipment and plant in a safe way and holding licences and training where required.
- Report any worn out or defective tools or equipment or problems with tools and equipment.
- Comply with Council's induction and training requirements.
- Participate in meetings, training, consultation and other WHS activities such as inspections, incident investigations, and evacuation drills as required.
- Use, maintain and store personal protective equipment (PPE) in the appropriate manner.
- Be familiar with emergency and evacuation procedures for their work area and comply with instructions given by emergency response, including emergency wardens and first aiders.
- Report all problems with undertaking work, including concerns or signs of injury, discomfort, or ill health, immediately to their manager or supervisor.

- Report any unsafe situation, workplace hazard, injury, incident, or near-miss to their manager or supervisor immediately.
- STOP WORK if it not safe to continue and report concerns to their manager or supervisor.
- Assist in maintaining a high level of housekeeping, cleanliness, and tidiness.
- Undertake tasks as required to enable continuous improvement for WHS management.

Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	
Signature:	
Date:	
Present Incumbent:	
Signature:	
Date:	