

Town of Victoria Park - Position Description

POSITION IDENTIFICATION - 4251	
POSITION TITLE: Customer Service Officer - Records	CURRENT INCUMBENT:
DIVISION: Corporate Services	LEVEL: Level 2 / 3
SECTION: Administration and Ranger Services	HOURS: 2 x Part Time
LOCATION: Town of Victoria Park 99 Shepperton Road Victoria Park 6100	INDUSTRIAL AGREEMENT: Town of Victoria Park Employee Collective Agreement 2007.
REPORTS TO:	SUPERVISES: Nil

ACCOUNTABILITY OBJECTIVES	
KEY FOCUS OF THE TEAM: <ul style="list-style-type: none"> • To provide a high level of customer services and ensure that the services provided by the team are in line with customer expectations and meet all legislative requirements. 	KEY FOCUS OF THIS POSITION: <ul style="list-style-type: none"> • To assist in providing an efficient records maintenance and retrieval service to all Council sections. • To provide clerical and administrative support to all of the functional areas within the Corporate Services Division. • Customer service and information to general members of the public.

REQUIREMENTS OF THE POSITION
<p>SKILLS, KNOWLEDGE & EXPERIENCE:</p> <p>Skills</p> <ol style="list-style-type: none"> 1. Developed interpersonal, verbal communication, organisational and customer service skills. 2. Sound keyboard and typing skills- particularly in the utilisation of Microsoft Word and Excel packages. 3. Commitment to multi skilling and flexibility in the workforce. 4. Demonstrated ability to work in a team environment and display a positive work ethic. 5. Demonstrated ability to work unsupervised and manage own workload and meet deadlines. 6. Ability to work alone for extensive periods. <p>Knowledge</p> <ol style="list-style-type: none"> 1. Basic knowledge of office equipment operation and maintenance 2. Knowledge of administrative and office procedures. 3. Knowledge of local government operations is desirable. 4. Knowledge of correct Manual Handling techniques. 5. Knowledge of relevant legislative provisions relating to records management and practices is desirable.

REQUIREMENTS OF THE POSITION

Experience

1. Experience in the application of a computerised records management system is desirable.
2. Experience in records management or archiving records desirable.
3. Experience in a service environment, dealing with customers.

Qualifications and/or Training

1. Year 12 English or equivalent qualification.

OUTCOME 1: Administration

- Responsible for the opening, sorting, scanning, registering and distribution of incoming mail, including faxes on a daily basis.
- Maintain incoming correspondence register.
- Maintenance of the central filing system and electronic files.
- Assist in maintaining public notice board and register of public notices.
- Assist in the retrieving of records, sorting, applying of a retention code, destruction date and relocating records.
- Assist Records Co-ordinator to prepare records for destruction.
- Assist and relieve other Customer Service Officers.
- Other duties as directed by Manager and Records Co-ordinator.

OUTCOME 2: Customer Service

- Deal with enquiries by members of the public and provide the required information.
- Daily administrative tasks.

OUTCOME 3: Continuous Improvement

- Contribute to the development, implementation and review of procedures to ensure they are concurrent with the operational requirements.

OUTCOME 4: Industrial Awards, Occupational Safety & Health and EEO legislation are applied and observed

- Adopt safe practice in carrying out all tasks to ensure a safe working environment exists at all times;
- Demonstrate compliance in all Industrial Awards, Occupational Safety & Health, EEO legislation and Policies and Procedures to enable the Town to meet it's duty of care obligations at all times.
- Report ALL accidents, incidents and hazardous situations arising in the course of work.
- Comprehend and implement emergency procedures when required.

PRINCIPAL CONTACTS

WHO	PURPOSE
Internal <ul style="list-style-type: none"> • All Administration Staff External <ul style="list-style-type: none"> • Nil 	Information and administrative support

EXTENT OF AUTHORITY

This position operates under routine, general supervision with support and guidance available from the Manager, Administration & Ranger Services within established guidelines, procedures and policies of Council.

This position:

- Is responsible for the provision of excellent customer service to internal customers.
- Operates within the limits of Council policy and relevant legislative constraints.
- Operates within the limits of clearly defined procedures and work routines.

This position may exert influence in the following areas:

- Nil.

This position is required to undertake:

- Problem solving by applying documented methods or techniques, precedents and guidelines.

This position may make recommendations on:

- Specifically relating to the employee's day to day operations.

This position may approve and officially sign the following documents for/on behalf of the Council:

- Nil.

ANNUAL REVIEW

At least once in each calendar year the Manager Administration & Ranger Services will conduct an evaluation of the Customer Service Officer - Records. The annual review will include an assessment of achievement against performance objectives.

POSITION & INCUMBENT DETAILS: Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position.

Current Incumbent: Signed: Incumbent: _____ Date: _____ Manager: _____ Date: _____	Prepared By: Human Resources Date: _____ Approved By: _____ Brian Callander Director Corporate Services Date: _____
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PD REVIEW RECORD:

We the undersigned, agree that both parties mutually agreed upon the amendments made to this position description.

INCUMBENT:	Relevant Director:	DATE:
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