

SERVICE OFFICER

POSITION & PERSON DESCRIPTION

July 2022



City of
Norwood
Payneham
& St Peters

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *City Plan 2030; Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT:	Chief Executive's Office
UNIT:	Organisational Development & Performance
SECTION:	Citizen Services
ORGANISATIONAL RELATIONSHIP:	<p>This position reports to the Manager, Organisational Development & Performance.</p> <p>The Position is also expected to work in collaboration with all departments as required.</p>
DIRECT REPORTS:	Nil
AWARD & CLASSIFICATION:	<p><i>South Australian Municipal Salaried Officers Award</i> and the <i>City of Norwood Payneham & St Peters Municipal Officers Enterprise Agreement</i></p> <p>General Officer, Level 3</p>

OVERVIEW

The Service Officer works in the Organisational Development & Performance Unit and reports to the Manager, Organisational Development & Performance.

The Service Officer is responsible for the delivery of professional and high-quality services and information, in response to enquiries and requests for service and is responsible to advise on, refer or resolve enquiries which are received by the Council.

The Service Officer also undertakes administration tasks including, receipting, processing payments for rates, fines and animal registrations, data entry and record keeping and updating the Council's Corporate information and collateral in hard copy and on the Council's intranet and knowledge-based systems.

In addition, from time-to-time, the Service Officer may be required to undertake a variety of administrative duties associated with other functional areas of the of the Council that are within the scope of the classified position. These tasks may include, however are not limited to, processing documents for the Regulatory Services Unit, Accounts Payable Function, and general administration tasks such as '*mailouts*', printing, filing and data entry and typing, as required.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

POSITION OBJECTIVES

- Deliver effective and efficient service and information to all enquires and requests, as required.
- Undertake receipting, cashiering, switchboard and reception duties as required.
- Resolve enquiries and requests within the scope of the role and responsibilities.
- Provide administrative support to other units in the organisation.
- Demonstrate and promote the Council's corporate brand and Values and Behaviours during all interactions with citizens and other stakeholders.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Service
 2. Administration Support
 3. Continuous Improvement & Working Together
- *Organisational Responsibilities*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values

OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. SERVICE

- Respond to and resolve enquires and requests and provide information on the Council's programs, services and facilities, either face-to-face, over the telephone or by email.
- Use initiative within the scope of established work procedures and guidelines to resolve requests and enquiries.
- Receipt payments including, Expiation Notices, Council rates, dog and cat registrations and various permits and accurately undertake financial transactions including banking and reconciliation.
- Undertake accurate and timely lodgement of requests for service and collect suitable information and data relating to the request, so that it can be effectively resolved at the point of enquiry, where possible.
- In the event that a matter cannot be resolved at the point of enquiry, ensure requests and enquiries are transferred to the appropriate staff member, or processed within the organisation's expectations.
- Prepare searches, such as *Section 187 searches* under the *Local Government Act 1999* and perform receipted (BPAY and Australia Post) biller payment downloads.

Performance Indicators

- Quality service is delivered and customer needs are met in a professional and timely manner.
- Payments are receipted accurately and in accordance with Council payment procedures.
- Perform operational responsibilities in line with the Council's policy and procedures, service standards, Code of Conduct and the level of authority and responsibilities of the role.
- The Citizen Services Centre is presentable at all times.

2. ADMINISTRATION SUPPORT

- Undertake a variety of administrative duties associated with other functional areas of the of the Council that are within the scope of the classified position. These tasks may include, however are not limited to, processing documents for the Regulatory Services Unit, Accounts Payable Function, and general administration tasks such as '*mailouts*', printing, filing and data entry and typing, as required.
- Process documents and records in compliance with Council's expectations and the *State Records Act 1997*.

Performance Indicators

- Administrative duties are timely, proactive, accurate and treated with confidentiality.
- Reports in the Council's Authority system are accurate, timely and relevant.
- Corporate records and documents are maintained within the requirements of the *State Records Act 1997*.

3. CONTINUOUS IMPROVEMENT & WORKING TOGETHER

- Contribute to the effective functioning of the Unit through;
 - observing and practicing *Our Values*, the Councils *Behavioural Standard Policy* and the *Code of Conduct for Local Government Employees*;
 - sharing and communicating relevant information amongst the staff in the Department and between the Unit and other Units within the organisation; and
 - participating in team meetings, continuous improvement opportunities, the EMPOWER Review process and business and action planning.
- Understand the expectations and needs of the customers of the Unit and provide a responsive service aligned with the *Organisational Values*.
- Identify areas for Service Delivery improvement across the range of services in line with identified customer feedback and organisational needs.
- Participate in the establishment and reporting of key performance indicators (KPI's) and targets for all services within the area of performance.
- In conjunction with the Manager, Organisational Development & Performance, contribute to process improvement initiatives.

Performance Indicators

- Service offered is relevant, accurate, bespoke, effective and efficient.
- KPI's are established and delivered.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "*customer first*" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- Minimum of two (2) years' experience in a Service position or equivalent is desirable.
- Experience in Local Government is highly desirable.

KNOWLEDGE

- Demonstrated knowledge of customer service principles.
- An appreciation of the Council's *CityPlan 2030*.
- A working knowledge of the *Local Government Act 1999* is desirable.
- Good knowledge of the role of Local Government in the provision of services to its community.
- Working knowledge of PC software packages and Microsoft Office.
- Working knowledge of the internet and demonstrated knowledge of internal intranet.

SKILLS

- Excellent service skills.
- Excellent communication skills.
- High level of literacy and numeracy skills.
- Cash reconciliation skills.
- Sound problem solving skills.
- Data entry skills and the ability to use multiple systems.
- Time management skills.
- Priority setting and planning skills.
- Skills in managing challenging situations and customer behaviours.
- Ability to adapt to change.

PERSONAL ATTRIBUTES

- Excellent interpersonal communication and liaison skills, including the ability to deal with diverse people.
- Proactive, customer focused and positive.
- Demonstrated ability to work effectively in a team environment to achieve individual and team objectives and key performance targets.
- Good organisational and time management skills, including the ability to deal with several issues, tasks and projects concurrently.
- Ability to conduct oneself in a professional manner at all times.
- Committed to continuous improvement.

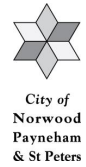
DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and other relevant staff development courses and maintain competency levels.
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - *SunSmart* UVR (induction)
 - Hazardous Chemicals (induction)
 - Drug & Alcohol (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks (induction and every three (3) years)
 - Fatigue Awareness (annual)
- Some after-hours work may be required from time to time.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.

SERVICE OFFICER
POSITION & PERSON DESCRIPTION
July 2022



DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT COMMENCED:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Service Officer.

APPROVED BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position Services Officer has been read and agreed to by

Vacant
SERVICE OFFICER

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



City of
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Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
One Council working together We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> • I will collaborate to get better outcomes • I will deliver in a mutually agreed timeframe • I will reflect on how my actions contribute to the whole experience 	<ul style="list-style-type: none"> • Understanding of Systems Thinking and the impact of your actions and decisions • Role clarity and understanding your role and the role of others
Own the experience We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> • I will put myself in the customer's shoes which will guide my actions • I will be courageous to give the customer the best experience I can • I will follow up and follow through 	<ul style="list-style-type: none"> • Ability to be courageous in addressing customers' needs and trying new solutions • Emotional intelligence • Ability to follow up the service through the system • Active listening skills
Bring my best We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> • I will be professional and positive • I will ask for feedback and reflect on my service to improve • I will practice self-regulation, self-care and know when to ask for help 	<ul style="list-style-type: none"> • Skilled in giving and receiving constructive feedback • A commitment to stay up to date in technical skills and knowledge • Employs strategies to maintain personal and professional resilience
Be adaptable We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> • I will ask enough questions to understand what service is needed • I will adjust my approach to suit the situation • I will be proactive, consider alternatives and creative solutions 	<ul style="list-style-type: none"> • Skilled in being agile and adaptable • Ability to look for alternatives for best outcomes
Keep it simple We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> • I will use language that is easy to understand • I will actively listen and stay focused on the situation at hand • I will offer relevant answers and solutions 	<ul style="list-style-type: none"> • Ability to communicate well and use positive and constructive language