

Position Title	Civic Liaison Officer
Department	Office of the CEO
Unit	Office of the CEO
Team	Mayor
Supervises	n/a
Reports To	Office Manager - Mayor
Grade Range	E
Date Prepared	18/12/2024
Date Last Updated	6/01/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

This position focuses on delivering excellent customer service to support the civic and executive office, handling inquiries via phone and email, ensuring timely issue resolution, and keeping stakeholders informed of progress and outcomes.

Accountabilities

- Interact professionally and tactfully with individuals at all levels, both internally and externally by providing a high level of customer service, with a particular focus on continuous improvement and enhancing the customer experience.
- Undertake administrative activities associated with the civic and executive offices.
- Effectively deal with an extensive range of enquiry subjects in an environment that can be fast-paced, challenging and sometimes confronting with a need to occasionally deal with customers who may be difficult or whose demands may be considered excessive.
- Demonstrate an awareness of political sensitivity and the handling of confidential information with discretion.
- Escalate customer requests and inquiries to relevant corporate or operational areas for response.
- Contribute to a strong customer satisfaction focus across the Council by engaging with stakeholders and ensuring timely resolution of issues.
- Foster positive communication and professional relationships with other Council business units.
- Apply a business improvement mindset to proactively streamline systems, processes and procedures to enhance efficiency, and drive operational excellence within the Office of the CEO.
- Assist with Mayoral and Civic events and functions, collaborating with the Office of the CEO and other key stakeholders.
- Additional duties as required within the limits of the employee's skill, competence and training.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Deliver Results	Intermediate	<ul style="list-style-type: none"> • Takes the initiative to progress own and teamwork tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget
Resources		

Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
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* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- n/a

Essential Experience

- At least 3 years’ experience in a customer service role or undertaking administrative activities at an executive support level
- Experience in managing customer relationships.
- Computer literacy skills, including customer relationship management tools and contact databases
- Knowledge of Local Government functions and responsibilities.

Desirable Qualifications and or Experience

- Relevant qualifications in Business Administration and/or Customer Service.
- Experience working in local Government.
- Experience supporting the delivery of events and functions.

- Knowledge of Canterbury-Bankstown LGA, including geography, activities and services.
- Skills in a language other than English are highly desirable.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>