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|--------------------------|---|
| Position Title | Customer Experience and Support Officer |
| Department | City Assets |
| Unit | City Assets |
| Team | City Assets Support Service |
| Supervises | 0 |
| Reports To | Team Leader City Assets Support Service |
| Grade | D |
| Date Prepared | 12/09/2023 |
| Date Last Updated | 10/02/2025 |

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 will provide primarily Administration and Customer Support Services across the City Assets Department by collaborating with teams across all Units within the Department and assist with the day to day operations to provide a seamless service to our internal and external customers

Accountabilities




- **Supporting our Customers**
- To deliver a quality administration and customer support function to the City Assets department and project a positive and professional image of council
- Manage inquiries through to resolution including follow up and closure within structured timeframes.
- Respond to and resolve customer requests as required including follow up and closure within structured timeframes
- Respond to and resolve Councillor and Member of Parliament (MP) requests by coordinating investigations to action and respond to requests through correspondence including follow up and closure within structured timeframes
- Communicate effectively with the community, customers and other stakeholders.
- Effectively deal with an extensive range of enquiry subjects in an environment that can be fast-paced and at times, challenging
- **Supporting our Business**
- Prepare correspondence and reports (including Council Reports) as required/directed
- Work with team members (both internally and externally to the City Assets Department) to assist with process improvement and implementation of technology activities
- Assist with administrative task including but not limited to purchase order requisitions process, assessments against frameworks, timesheets, permits processing, correspondence, reports and other tasks as instructed by the Executive Business Manager or Team Leader City Assets Support Service
- Supporting each other

- Share learnings, raise issues and concerns and actively contribute to identification, development and implementation of business and process improvement initiatives.
- **Optimise available technology to improve service delivery**
- Keep up to date with industry legislation, frameworks, programs and resources and share knowledge with team.
- Actively participate in regular team meetings with other team members and represent the team at internal and external meetings and functions as required

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

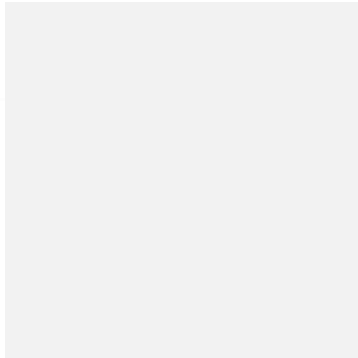
| Capability Group | Capability Name | Level |
|---|-------------------------------------|--------------|
|  Personal Character | Lead Self | Adept |
| | Display Resilience | Intermediate |
| | Act with Integrity | Adept |
| | Safety and Accountability | Intermediate |
|  Relationships | Communicate 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 |
| Relationships | | |
| Work Collaboratively | Adept | <ul style="list-style-type: none"> • Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/ units |



- Relates well to people at all levels and develops respectful working relationships across the organisation
- Identifies opportunities to work together with other teams/units
- Acts as a resource for other teams/units on complex or technical matters

Results

Deliver Results

Intermediate

- 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

* 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

- Relevant qualifications and demonstrated experience in office administration
- Class C Drivers License

Essential Experience

- Minimum of 5 years' experience in an administrative support role
- Demonstrate an exceptional level of customer service
- High level communication skills, both written and oral
- Highly developed organisational and time management skills.
- Ability to work as part of a team and autonomously.
- Ability to negotiate and work under changing priorities
- Able to observe strict confidentiality in respect of services provided.
- Demonstrated report and correspondence writing skills.
- Demonstrated ability to learn the functions of a department and use a platform for personal development
- Demonstrated ability to monitor and prioritise workload and work to tight deadlines.
- Sound knowledge and understanding of Microsoft Products including Dynmaics, Word, Excel and other Windows programs.

Desirable Qualifications and or Experience

- Experience using iShare, Pathways, and SAP
- Knowledge of State, Federal and Local Government activities and responsibilities.

| 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 type="checkbox"/> | <input checked="" type="checkbox"/> |
| Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence | <input checked="" type="checkbox"/> | <input 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"/> |