



Position Description

As At 24-Oct-2017

Position Title:	Customer Service & Information Management Trainee
Position Code:	1516
Department:	Corporate Services
Business Unit:	Media & Communications
Work Group:	Customer Service
Position Classification:	National Training Wage Level A
Effective Date:	January 2017

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

1.0 Position Objectives

- 1.1 To gain skills and knowledge in records management, the role of Local Government in the community and general administrative capability.
- 1.2 To assist in the effective operation of the Wangaratta Government Centre through the provision of accurate assistance and first time resolutions to both internal and external customers.
- 1.3 To provide a 'Whole of Government' approach to customer service.

2.0 Key Responsibilities

- 2.1 Ensure that correct security measures are followed to control access to records.
- 2.2 Follow appropriate procedures for the receipt, recording and distribution of records.
- 2.3 Maximise first time resolution by receiving and assisting with complaints, service inquiries and requests from the public by providing accurate information, for and on behalf of all Government Centre Departments.
- 2.4 Receive and receipt all over-the-counter and internally generated payments for Council and other Government Centre departments, ensuring all receipting policies and procedures are followed and accuracy is maintained.
- 2.5 Answer all incoming telephone calls promptly, courteously, efficiently and in a manner that presents a positive image of Council and the Government Centre at all times.
- 2.6 Effectively utilise Councils Customer Request Management system to track, record and co-ordinate a range of customer requests for action and information and improve first time resolutions.
- 2.7 Assist in the implementation and maintenance of the electronic document management system.
- 2.8 Assist in preparing reports and statistics as required.
- 2.9 Utilise reservation databases to book meeting rooms, pool cars, halls, parks and other facilities for internal and external customers of the Wangaratta Government Centre.
- 2.10 Issue permits for, and on behalf of, all relevant Council and Government Centre departments and provide information on Local Law guidelines to customers.

3.0 Core Physical Requirements

- 3.1 Capacity to, on occasion, lift items unspecified in weight within individual limits.

Position Description

As At 24-Oct-2017

Position Title: Customer Service & Information Management Trainee

Position Code: 1516

- 3.2 Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.
- 3.3 Capacity to drive a motor vehicle.

4.0 Accountability and Extent of Authority

- 4.1 Accountable for undertaking delegated tasks in a professional manner.
- 4.2 Accountable for the completion and quality of work under general supervision.
- 4.3 Accountable for undertaking and completing required training within the employment period.
- 4.4 Authorised to respond to customer enquiries and accountable for referring to other staff as required.

5.0 Judgement and Decision Making

- 5.1 This role is essentially a learning role and requires the incumbent to undertake accredited and on the job training.
- 5.2 Duties and information provided are within specific guidelines with scope to exercise discretion in application of established standards and procedures.
- 5.3 The incumbent is required to utilise the skills and knowledge available to them through staff and physical resources to enhance their Local Government experience.
- 5.4 Judgements and decisions are normally subject to ratification by the managers of the responsible departments.
- 5.5 Work procedures are limited by standards encompassed by nature of work assigned.
- 5.6 Guidance and advice are always available.

6.0 Knowledge and Skills

6.1 Specialist Skills and Knowledge

- 6.1.1 Demonstrated interest in Local Government and an aptitude to learn and undertake such work.
- 6.1.2 Genuine desire to positively contribute to the local community.
- 6.1.3 Cash handling skills.
- 6.1.4 Sound administrative, keyboard and organisational skills within a dynamic environment.
- 6.1.5 Developed skills in the use of Microsoft Office programs and other computer based technology.

6.2 Management Skills

- 6.2.1 Demonstrate initiative and be self motivated.
- 6.2.2 Must be able to achieve objectives within a given timeframe.
- 6.2.3 Demonstrated ability to work cooperatively as part of a team.

6.3 Interpersonal Skills

- 6.3.1 Ability to communicate effectively with staff and the public.
- 6.3.2 Excellent verbal communication skills and ability to relate to a broad range of people.
- 6.3.3 High level customer service skills and the ability to maintain a courteous disposition and a friendly demeanour under high pressure situations.
- 6.3.4 Ability to provide information in an efficient manner to Council staff and the public.
- 6.3.5 Ability to work cooperatively and contribute to a team environment.

Position Description

As At 24-Oct-2017

Position Title: Customer Service & Information Management Trainee

Position Code: 1516

7.0 Qualifications and Experience

- 7.1 Completion of Year 12 (VCE).
- 7.2 Sound administrative, keyboard and organisational skills within a dynamic environment.
- 7.3 Proficiency in the operation of Microsoft Office applications and other computer based technology.

8.0 Key Selection Criteria

- 8.1 An interest in customer service and communication and the ability to maintain a courteous disposition and a friendly demeanour under high pressure situations.
- 8.2 Strong desire to develop a career in Local Government and contribute positively to the local community.
- 8.3 Proficiency in the operation of Microsoft Office applications and other computer based technology.
- 8.4 An interest in information management and recording.
- 8.5 Demonstrated initiative and "can do" attitude.
- 8.6 Ability to work cooperatively and contribute to a team environment.

9. Authorisation

Authorised by: Director - Corporate Services

Date: _____

Employee's Signature

Date: _____