ADMINISTRATION & CUSTOMER SERVICE OFFICER

CLASSIFICATION: Band 4

OCCUPANT: Vacant

DATE: November 2026

POSITION CONTEXT & OBJECTIVE(S):

To provide high quality customer service to clients and patrons of the Archie Graham Community Centre and to provide professional administrative support within the Healthy Engaged Communities unit.

To contribute as an effective team member in the delivery of quality services.

KEY RESPONSIBILITIES AND DUTIES:

1. To ensure a responsive, helpful and professional approach to clients and patrons using the variety of community programs and services provided by Council. Effective follow through and referral of the needs of patrons and community groups, and liaison between them and Council staff where necessary.
2. To perform administrative office duties as directed by the Healthy Engaged Communities Administration Team Leader; including telephone and counter enquiries, incoming and outgoing correspondence, room and resource bookings, hiring facilities and appointment bookings.
3. To assist in the planning, organisation and operation of community programs and provide administrative support to branch staff as required.
4. To maintain accurate client records, data base integrity and produce reports as required.
5. Archiving and records management.
6. To assist with general cashier duties; reconciliation of daily banking
7. Participate in continuous improvement initiatives as required.

KEY SELECTION CRITERIA:

All applicants are required to respond to the following key selection criteria in their application:

- Highly developed word processing skills, use of databases and excel spreadsheets
- Demonstrated knowledge of the principles and practice of quality customer service
- Skills in managing time, setting priorities and organising work
- Well-developed communication skills (written and oral)
- Demonstrated knowledge to follow policy and procedure
- A solid understanding and appreciation of the needs of the Healthy Engaged Communities clients and patrons, and a desire to work as part of an inclusive community. Ability to understand and maintain confidentiality and privacy

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):
☑ YES

The incumbent must have and maintain a Working with Children Check:
☑ YES

ADMINISTRATION & CUSTOMER SERVICE OFFICER

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Healthy Engaged Communities Administration Team Leader
Supervises:	N/A
Internal Contacts:	Council Staff
External Contacts:	Service Users, Primary Health and Community Care Providers, Training Providers, Community Groups, General Public.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Responsible for ensuring that the public receive prompt, accurate, confidential and courteous assistance which may be of a sensitive and personal nature.
- Responsible for provision of effective and efficient administrative support for the Unit.

JUDGEMENT AND DECISION MAKING:

- The Administration and Customer Service Officer at Archie Graham Community Centre is required to make on the spot judgments about the handling of Centre related matters, including those which present sensitive and/or difficult issues.
- Ability to follow safe work practices and procedures.
- Guidance and advice is always available within time to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS:

- A strong knowledge and commitment to the practices of high quality customer service.
- Ability to assist staff in the efficient use of information technology, including information and statistics available for program development and performance monitoring requirements.
- Ability to assist in the continuous improvement of performance and productivity.
- Well-developed skills in Microsoft 365 (Word, Excel, Outlook, Microsoft Teams, SharePoint).

MANAGEMENT SKILLS:

- Ability to work independently and efficiently within set guidelines as directed by management
- Skills in managing time, planning and organising one's own work including the ability to manage complex and sensitive matters within the scope of the role.
- A commitment to achieving the objectives of the City Wellbeing and Economy Directorate.

INTERPERSONAL SKILLS:

- Ability to work independently and efficiently with people at all levels, both internal and external and to respond appropriately to sensitive situations.
- Ability to demonstrate empathy and sensitivity when dealing with Archie Graham's clientele.
- Ability to manage your own time and work autonomously and as a team member.
- Excellent communication skills (written and oral) with a developed skillset in the preparation of routine correspondence and reports.
- Effective negotiation and conflict resolution skills.

ADMINISTRATION & CUSTOMER SERVICE OFFICER

QUALIFICATIONS AND EXPERIENCE:

- Demonstrated experience in the administrative position requiring independent day to day work and judgement.
- Demonstrated high proficiency in computer skills with experience in Microsoft Office and other database software packages.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	