

ADMINISTRATION OFFICER CITY ASSIST

CLASSIFICATION: Band 4
OCCUPANT: Vacant
DATE: March 2025

POSITION CONTEXT & OBJECTIVE(S):

To provide the Warrnambool community with an efficient, friendly, high quality service which deals with the complete range of customer enquiries.

To contribute in a positive and effective way to the team based operation of the Warrnambool City Council's "one-stop-shop" Customer Service function.

To provide appropriate and timely assistance and advice to other Council staff in the delivery of customer service.

KEY RESPONSIBILITIES AND DUTIES:

1. External Customer Service

Provision of high quality direct service to residents, ratepayers and other external customers of the Warrnambool City Council. This service includes:

- Prompt, friendly, knowledgeable and efficient response to requests, enquiries and complaints lodge by customers calling at or in other ways contacting the service centre.
- Follow through on all commitments made to customers in relation to requests, enquiries and complaints eg: prompt and efficient follow-through on action, getting back to the customer etc.
- Effective referral of the needs of customers and community groups, and liaison between them and Council staff where necessary.
- General cashier duties and assistance with, or correct referral of, account queries.
- Assisting customers with the filling out of applications, registrations and other documentation and with processes relating to the entire range of Council services, eg: building permit applications, booking of halls and sports grounds, dog registrations.

2. Internal Customer Service

Provision of friendly and efficient assistance in and advice on, customer service matters to all Council staff. This service includes:

- Assistance with individual customer issues.
- Advice on service systems and organisational procedures from the customer service perspective.
- Aiding the development and implementation of Customer Service systems throughout the organisation, and providing assistance and system support where required.

3. Data Collection

Collection of customer service data, including:

- Documentation of all customer contacts in order to facilitate regular reporting on service levels and issues.
- Assistance in the development, monitoring and reviewing of information in the Customer Service Communication database.

ADMINISTRATION OFFICER CITY ASSIST

KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Demonstrated strong knowledge on delivering quality customer service.
2. Ability to manage and deal with complex and time consuming customer enquiries/complaints.
3. Understanding and general knowledge of Warrnambool and Council Services.
4. Ability to deal with aggressive customers with a calm and positive approach.
5. Ability to communicate both verbally and written.
6. Proficient computer skills.

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 Police Records and/or Working with Children Check.

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Coordinator City Assist
Supervises:	Nil
Internal Contacts:	All Staff
External Contacts:	Business and organisations, including Councils and other Government bodies with which the City has dealings with

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Administration Officer is responsible for performance in the Key Result Areas in accordance with the guidelines set down.
- Decisions and advice impact directly upon individual customer satisfaction and on the handling by other staff of individual customer issues. The officer's advice also contributes to the development of organisational customer service procedures and systems.
- Understand and observe the Risk Management Policy & related procedures.

JUDGEMENT AND DECISION MAKING:

- The Administration Officer is required to make on-the-spot judgements about the handling of a wide range of service matters, including those which present sensitive and/or difficult issues (eg: complaints made by angry customers).
- Decisions about individual customer issues, as well as the advice offered to other staff, must be based on a sound knowledge of the whole of the Council's activities, and must incorporate flexibility and a capacity to come up with new approaches on a case by case basis.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- A strong knowledge of and commitment to both the principles and practice of high quality customer service.
- Capacity to acquire a thorough knowledge of Council services and procedures.
- General knowledge of Warrnambool and region, especially in relation to tourism and events and of services provided by other agencies in the community.

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

ADMINISTRATION OFFICER CITY ASSIST

- Highly developed word processing and touch typing skills.
- Ability to operate other window-based data systems.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- A capacity for self management in the context of the handling of individual customer issues.
- Ability to sensitively manage the more complex or time consuming complaints and enquiries through to completion.
- Proactive follow up and use of initiative.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- A positive and friendly manner.
- Genuine empathy with and respect for customers and a readiness to enjoy direct contact with them.
- Strong commitment to serving the local community.
- Ability to gain the trust of customers and the co-operation of other staff in providing the best possible level of customer service.
- Demonstrated ability to deal calmly and positively when faced with irate customers.
- Strong verbal and written communication skills
- Excellent listening skills and the ability to identify customers' needs quickly.
- Demonstrated commitment to the principles and practice of teamwork.
- Highly professional standards of presentation and grooming.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Substantial experience in a direct customer service role and experience in, or knowledge of, a range of local government service areas would be an advantage.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

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:	

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL



ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING