ROXBY COUNCIL

Position Description – Customer Service Coordinator

Employee Name	Vacant	**Department**	Corporate Governance and Strategy
Reports to	Corporate Governance & Strategy Manager	**Status**	Full-time
Position Grade	• Level 4 • Municipal Council of Roxby Downs Enterprise Agreement 2024 • South Australian Municipal Salaried Officers Award	**Roles reporting to this title**	Customer Service Officers
Key stakeholders	• Council customers • Service SA call centre • Council employees		
Special conditions	• National Police Check • Ability to be an authorised officer for Service SA		

Our Aspiration, Values & Guiding Principles

OUR ASPIRATION

Australia's most highly regarded mining town.

OUR PURPOSE

To work with the community to plan, develop and create a township environment that is engaging, and enriches the lives of the community.

OUR VALUES AND PRINCIPLES

As an organisation we will:

- Act with integrity and take ownership of, and responsibility for, our decisions.
- Treat everyone with respect. We value diversity and appreciate everyone's strengths.
- Take pride in delivering value to our community.
- Engage with our community through collaboration, understanding and inclusivity.
- Strive for continuous improvement in all our operations and seek creative solutions.
- Meet the changing needs and priorities of our community and continue to build organisational and community resilience.

Position Purpose

The Customer Service Coordinator is responsible for leading and supporting a small team that delivers responsive customer service and administration. The role ensures the consistent provision of accurate information, and timely resolution of customer enquiries with integrity.

The position provides day-to-day leadership, coaching, and operational oversight to staff, driving service excellence, continuous improvement, and adherence to legislative, regulatory, and organisational requirements. The coordinator works collaboratively across the organisation to enhance customer experiences and support the achievement of strategic and operational objectives. This position also requires coordination of administration tasks to assist the Essential Services & Assets team.

Required Skills

PEOPLE & LEADERSHIP COMPETENCIES	DESCRIPTOR
Leadership and team management	• Ability to oversee, motivate, and manage a diverse team of staff members. • Effectively delegate tasks to ensure smooth operations, ensuring that each team member is utilised according to their strengths. • Handle conflicts among staff or between staff and customers with professionalism, ensuring a calm, fair, and effective resolution. • Model professionalism, a strong work ethic, and a commitment to the Council's Aspiration, Values & Guiding Principles.
Effective communication	• Demonstrate a high level of effective, interpersonal, verbal and written communication. • Display a high level of confidentiality, discretion and diplomacy. • Ability to communicate clearly with staff and customers. • Ability to work well as part of a team and communicate effectively.
Problem solving and decision making	• Identify and analyse problems quickly, offering solutions that align with Council goals and policies. • Remain calm and adaptable during changing circumstances, such as during busy times, departmental issues, or unexpected situations. • Assess and mitigate risks to ensure a safe environment for both staff and the community, including emergency response and handling incidents efficiently. • Ability to exercise initiative. • Identify and analyse problems quickly (e.g., customer issues), offering solutions that align with Council goals and policies. • Assess and mitigate risks to ensure a safe customer service environment for staff and customers. • Remain calm and adaptable during changing circumstances, such as during busy periods, facility issues or unexpected situations.
Organisational skills	• Manage time effectively to ensure that tasks are completed or on schedule, and that operations and projects run smoothly, particularly during busy periods. • Ability to manage multiple tasks, prioritise effectively, and work under pressure when busy.

	• Ensure all areas of the customer service area are clean, safe, and in working order, coordinating maintenance and handling emergencies as needed.
Customer and community focus	• Foster positive relationships with community members, ensuring that their needs are met and that they feel welcomed. • Actively promote and engage in programs and events that support the community's health, wellness, and lifestyle needs. • Promote a culture of inclusion and accessibility, ensuring that all members of the community, regardless of background or ability, feel welcomed and included.
Attention to Detail	• Ability to show attention to detail • Attention to detail is important when undertaking administrative tasks to ensure the accuracy of the task being undertaken.
TECHNICAL & ADMINISTRATIVE COMPETENCIES	**DESCRIPTOR**
Required Skills and Knowledge	• Strong numeracy, literacy, computer and typing skills. • Solid knowledge and understanding of Local Government is desirable. • Working knowledge of Microsoft 365 is essential – particularly Outlook, Excel and Word. • Ability to be able to learn computer software programs quickly. Knowledge of Datascape, Magiq and Skytrust will be considered favourably. • Proven ability to handle cash & EFTPOS transactions, and to be able to reconcile financial transactions accurately.
Required Experience and Qualifications	• Previous experience in customer service or similar field is essential. • Certificate or solid experience in Administration experience is desirable. • Previous experience with Service SA or EzyReg transactions is desirable.
JOB SPECIFIC REQUIREMENTS	**DESCRIPTOR**
Customer Service Leadership	• Coordinate the Customer Service team. Ensuring that they are adequately staffed and provide support, backup assistance and guidance as needed. • Conduct regular customer service team meetings, ensuring that agendas and minutes are recorded. • Sign off on timesheets and leave requests for Customer Service Officers, ensuring adequate staffing levels are maintained. • Ensure that the customer service area is always highly presentable to the public and that customer service staff always keep the area presentable. • Liaise with Service SA on an as needs basis to ensure the smooth and efficient provision of contracted services to the community.

Customer Service	• Act as the first point of contact for customers at the front counter, by telephone and via email. • Provide professional, courteous and efficient responses to general enquiries and refer specialised or technical matters to appropriate staff. • Promote a positive image of Council through friendly, respectful and knowledgeable service delivery. • Provide accurate information on Council services, facilities, policies and procedures.
Service SA	• Undertake a range of Service SA and EzyReg transactions on behalf of the State Government in accordance with established authorisations and legislative requirements. • Ensure all transactions are processed accurately, securely and in accordance with Service SA and Council procedures. • Handle customer enquiries relating to Service SA services, ensuring a high standard of confidentiality and compliance.
Administrative and Financial	• Process payments, receipts, and other transactions accurately and in a timely manner in accordance with Council's financial policies. • Perform daily banking, end-of-day reconciliation, and cash/EFTPOS balancing. • Process daily mail and incoming emails in accordance with Council's Records Management policy. • Undertake general administrative duties including filing, photocopying, scanning, archiving and data entry as required. • Maintain accurate and up-to-date records in Council's electronic records management systems. • Ensure all customer requests and correspondence are logged and followed up in accordance with service standards. • Assist the Essential Services and Assets team with administrative tasks as required, including, but not limited to: ✓ Section 7 & Section 187 Searches ✓ Attend contract and on-call meetings where required and take minutes ✓ Fleet administration ✓ Create purchase orders for Essential Services & Assets team ✓ Other administration tasks where needed
Budget and Financial Management	• Manage relevant budgets in collaboration with the Corporate Governance & Strategy Manager and Finance team. • Assist with any capital works projects in the relevant area following procurement guidelines. • Provide reports and cost analysis to senior management and finance when needed.
Contractor Management	• The WHS Contractor Management Procedure is always followed when engaging a contractor for any type of work. • All contractor registrations, licences and insurances are checked prior to engaging with the contractor to ensure that they are current. • Contractor inductions are always conducted prior to any work(s) beginning.

	• Ensure that contract managers have the appropriate skills, knowledge, and training to ensure that the contractors are meeting legislative and contractual obligations. • Review the contractor register to ensure that it is up-to-date and that required information has been supplied.
Policies and compliance	• Maintain awareness and compliance with all Council Policies and Procedures. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation. • Personnel with responsibilities influenced by legislation are accountable for identifying and responding to legislative change that includes Act, Regulations, Australian Standards, Code of Practice, Guidelines, and Agreements relevant to their profession and taking appropriate action to ensure compliance.
Records Management	• Ensure Records Management activities are in accordance with Council policies and procedures and in accordance with the State Records Act 1997, Freedom of Information Act 1991, and Local Government Act 1999. • Employees are responsible for accurately creating and capturing official records as per Council policy and legislative requirements. • Adhere to records management practices, policies and procedures for all records created and received.
TEAM RELATIONSHIPS	**DESCRIPTOR**
Team Engagement and Development	• Attends and contributes to team meetings and training. • Coordinates regular team meetings, recording minutes of every meeting. • Participates and engages with regular performance appraisals in line with Council policy and procedure.
Performance Appraisals	• Conducts Performance Discussions with relevant employees in accordance with policy and procedure.

Required Values

CORE VALUES	DESCRIPTOR
Commitment and Loyalty	• Understand and follow Council's Aspirations, Values and Guiding Principles. • Take pride in own work. • Show up to work on time, every time. • Be reliable. • Put time and effort into daily tasks all of the time. • Be accountable when things do not go to plan.
Kindness and Humility	• Have insight into own strengths and development areas and use this to learn and grow. • Be open minded towards different perspectives. • Acknowledge that all employees, regardless of skills or experience, contribute to the success of the Council.

	• Show understanding, empathy, support and recognition to others.
Diversity	• Respect and value the skills, background and insights of all colleagues. • Be able to accept different work styles, personalities, and differences in how people think and learn.
Accountability and Honesty	• Take ownership of own decisions and outcomes. • Do what you say you will. • Take responsibility for own mistakes and also learn from them. • Be open to feedback, including constructive feedback and take action to address development areas. • Be upfront and forthcoming with information. • Always be honest, even when what is being said may not be popular.
Teamwork	• Work collaboratively and cohesively with others in the workplace. • Support others in the workplace.
Courage	• Stand up for others, or for ideas. • Make a stand against discrimination or say 'no' to something that you personally do not agree with. • Call out poor behaviour in the workplace.
Knowledge and Excellence	• Openly and willingly share information so that others can do their jobs effectively. • Strive to always achieve high quality results.
LEADERSHIP CORE VALUES	
Leadership	• Empower and motivate others towards a shared goal. • Show strong emotional intelligence in effectively managing a range of situations. • Offer guidance and support to others. • Lead by example. • Positively influence others in the workplace to participate in the Council's Aspiration, Values and Guiding Principles. • Proactively seek opportunities to broaden skills, leadership, and personal impact.
Openness	• Create and nurture an environment where others feel that they can share ideas, opinions and information without fear of judgement.
Trust and Integrity	• Create and maintain positive workplace relationships at all levels. • Believe in and support your colleagues within the workplace. • Always act ethically and transparently. • Prioritise doing the right thing over personal gain. • Be accountable.

	• Follow through with decisions made, even when others are not around to see.
Innovation and Creativity	• Model and maintain a positive, constructive approach to change for the team. • Be able to learn from both successes and failures. • Actively encourage and support creative thinking in self and team, and have the courage to think outside of the box. • Be curious. Challenge deep ingrained assumptions and traditional methods. • Find new ways of thinking, learning and doing within the workplace. Think about how things may be done more efficiently that may be cost and time effective whilst still delivering the best final outcome for the organisation.

Key Performance Indicators

During the initial months of employment, the employee will participate in discussions with their supervisor/manager to establish and implement Key Performance Indicators (KPIs) relevant to their role, responsibilities and the needs of Council. KPIs may be reviewed and updated as required to reflect organisational priorities and the requirements of the position.

Regular performance discussions will be undertaken throughout the employee's employment with Council to provide feedback, discuss progress against agreed KPIs, identify development opportunities and ensure ongoing alignment with the requirements and objectives of the role.

Confidentiality

Security and confidentiality are a matter of concern for all persons who have access to information systems. Each person accessing Municipal Council of Roxby Downs documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information.

Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard.

- Respect the privacy and rule governing the use of any information accessible through the information management system or network and only utilise information necessary for the performance of work duties.
- Respect the procedures established to manage the use of the information management and systems.
- Do not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available in accordance with Roxby Council Employee Code of Conduct.
- Do not access, exhibit, or divulge the contents of any records or reports except to fulfill work duties.
- Do not knowingly include or cause to be included, or exclude or cause to be excluded, in any records or report, an inaccurate or misleading entry.
- Ensure documents and resources accessed through the information management system containing sensitive and/or confidential employee information will only be disclosed to those authorised to receive it.
- Understand that all access to systems will be audited regularly.

Persons breaching this standard either during or after serving as an employee of Roxby Council, may be subject to penalties, including disciplinary action, dismissal and/or legal action.

Disclaimer

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job.

Employees are expected to demonstrate flexibility and may be asked to perform tasks or support other departments beyond the duties listed in this job description.

The Council will review your Position Description as required for business or operational reasons and may vary your Position Description following consultation with you. If your Position Description is updated, you and the Council will sign the amended Position Description to acknowledge its variation.

JOB DESCRIPTION AUTHORISED BY			
POSITION			
SIGNATURE		**DATE**	
JOB DESCRIPTION AGREED BY			
I have read the Position Description and acknowledge, understand, and accept the requirements and responsibilities of the position.			
NAME			
SIGNATURE		**DATE**	