POSITION DESCRIPTION

Customer Service Officer – Community Complex

POSITION	Customer Service Officer – Port MacDonnell Community Complex (PMCC)
AWARD	South Australian Municipal Salaried Officers Award
CLASSIFICATION	Level 2
EMPLOYMENT TYPE	Part Time
DEPARTMENT	Corporate and Community
REPORTS TO	Community Development Coordinator
EXTENT OF AUTHORITY	Authority as delegated by Council or Chief Executive Officer (CEO) Authority to work within scope of position

POSITION OBJECTIVE

Under direction of the Community Development Coordinator, the Customer Service Officer provides professional, friendly and responsive customer service through the Port MacDonnell Community Complex. The role supports the delivery of library, tourism, community and administrative services, ensuring residents, visitors and community members have access to accurate information, resources and assistance.

The position contributes to the delivery of community programs, events and activities that support Council's community development objectives, encourage participation and foster community connection.

The Customer Service Officer also contributes to the effective day-to- day operation of the Community Complex through a flexible and collaborative and customer-focused approach to service delivery.

KEY RESULT AREAS

AREA	DUTIES
Customer service	• Provide professional, welcoming, and inclusive customer service across the PMCC that supports residents, visitors, community groups and other stakeholders. • Assist customers to access digital services, information, agency services, and community services. • Contribute to the delivery of tourism and visitor information services. • Monitor and support the youth area including assistance with school holiday programs.

POSITION DESCRIPTION

Customer Service Officer – Community Complex

Administration and operational support	• Undertake routine administrative and operational activities that support the effective delivery of PMCC services. • Maintain accurate records, information and documentation using Council systems and processes. • Process customer payments, registration, permits and agency transactions using relevant systems and procedures. • Contribute to the efficient day-to-day operation of the Community Complex and broader Southern Limestone Coast Council team.
Library service	• Deliver library and associated information services. • Assist customers to access library resources, digital technologies and online information. • Assist with library programs, including Children's Story Time and activities that encourage learning, engagement and connection. • Maintain the presentation and accessibility of library resources, displays, visitor information and public spaces. • Maintain library collections and resources, including stock presentation, stock rotation and routine collection maintenance.
Community programs and events	• Assist with the delivery and promotion of community programs, events, exhibitions and activities through administrative support and customer engagement. • Support community participation and connection through inclusive programs, activities and customer interactions. • Provide information about community programs, activities, services and local attractions to community members and visitors.
EMPLOYEE RESPONSIBILITIES	
Records Management	Ensure all documents are recorded in accordance with Council's Records Management Policy (ADMPOL04).
Training	Actively participate in mandatory and discretionary training and development activities to support individual performance, legislative compliance and organisational objectives.
Risk Management	Understand and follow the Council's risk management policies and procedures. Take reasonable steps to identify and report risks in your work area, and support actions that help reduce or manage those risks. Everyone has a role in helping keep the Council safe, effective, efficient and resilient.
Injury Management	Promptly seek appropriate treatment for work-related injuries or illnesses and actively participate in return-to-work and rehabilitation programs, including complying with medical advice and undertaking suitable duties where required.
Policies and Procedures	Maintain a thorough understanding of and comply with all relevant Council policies, procedures, guidelines and legislative requirements.
Stakeholder Engagement	Build and maintain positive relationships with internal and external stakeholders, deliver high-quality customer service, and promote a positive and professional image of Council in all interactions.

POSITION DESCRIPTION

Customer Service Officer – Community Complex

WHS	• Follow all WHS policies, procedures and regulations specific to Council's workplaces and work activities. • Adhere to safety instructions provided by supervisors and WHS Officers. • Model positive behaviours, so that your own or other worker's safety is not compromised by your actions or omissions. • Proactively contribute to safety improvements (e.g. actively engaging in consultative processes, volunteering for safety roles such as HSR, first aider, warden, etc., proactively identifying, communicating and resolving hazards, (including actively participating in task risk assessments and other allocated WHSMS tasks or activities.)
KNOWLEDGE, SKILLS, AND QUALIFICATIONS	
Qualifications	• Certificate, diploma or demonstrated experience in customer service, library services, administration, tourism, community services or related field.
Licences	• Working with Children Check • Police Check
Skills	• Excellent customer service and interpersonal skills, with the ability to engage with staff members, community members, visitors and stakeholders. • Ability to respond to customer enquiries and provide information and assistance in line with Council procedures. • Good administrative and computer skills, including the use of Microsoft 365, business systems and online platforms. • Ability to organise and prioritise work, maintain accurate records and manage a range of tasks. • Ability to work effectively as part of a team and contribute to a positive workplace. • High level of accuracy and attention to detail in customer service and administrative duties. • Ability to maintain confidentiality and use discretion when handling information. • Flexible and reliable approach to work, with the ability to adapt to changing priorities and support the delivery of services at the Port MacDonnell Community Complex.
Knowledge	• Working knowledge of customer service, administration and record management practices. • Understanding of Council services, policies and procedures relevant to the position. • Basic knowledge of legislation and regulations relevant to the role. • Understanding of the services and operations of the Port MacDonnell Community Complex. • Knowledge of workplace procedures, systems and safe work practices.
Value Expectations	Employees are expected to embrace and demonstrate Council's values in all aspects of their work.

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SOUTHERN LIMESTONE COAST COUNCIL

Value	Descriptive Statement	Core Behaviours
UNIFIED	We are promoters of our council and are one team, operating with shared responsibility and ownership for the greater good of our Community.	One team Responsibility Ownership
CARE	We value all people, we are considerate and encourage compassionate relationships, communicating respectfully.	Considerate Compassionate Respectfully
HONESTY	We display integrity in all that we do, we are fair and truthful to each other and deliver to our Community by valuing the rules, regulations and standards, for our environment and each other.	Integrity Fair Truthful
SUPPORT	We are loyal, resilient and support each other to deliver a quality professional, adaptable and efficient service, and we celebrate our achievements.	Loyal Resilient Professional
HAPPINESS	We create an environment for each other and our Community that improves our well-being, is fun and fosters meaningful relationships that represents our family spirit.	Well-being Fun Meaningful relationships

NOTE:

This position description has been designed to indicate the general nature and level of work performed by employees in this position and classification. It is not designed to contain or be interpreted as a comprehensive list of all duties, tasks and responsibilities required of employees assigned to the role.

Incumbent Acknowledgement	**Responsible Manager Acknowledgement**
Name: _____	Name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____