



LATROBE AND KENTISH COUNCILS

INFORMATION PACKAGE FOR APPLICANTS

Position: Customer Service Officer

Employment Status: Full-Time

Department: Customer and Business Services

Applications Close: Sunday, 15th March, 2020

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Attachment

Application for Employment Form

General Application Information

Thank you for your interest in the advertised Customer Service Officer with the Latrobe and Kentish Councils.

Application Format

All applications must consist of the following four documents:

1. Application Form
2. Cover Letter addressing the 'Selection Criteria' outlined in the position description – 3 Page Limit
3. Resume including up to 3 referees – 4 Page Limit

Applications will not be considered if Selection Criteria are not addressed.

Lodgement

Applications should be marked 'Private and Confidential' and can be submitted either by

Email (*preferred method*):
Cymone.deSchipper@kentish.tas.gov.au

or

Mail:
The General Manager
Latrobe Council
PO Box 63
LATROBE TAS 7307

Closing Date for Applications: **Sunday 15th March 2020 at 4.00pm**

Process

Applicants will be notified in writing (email where possible) of the receipt of their application.

Post shortlisting applicants will be advised if they are required for interview. Up to two interviews may be required.

Upon an applicant accepting the role, unsuccessful applicants will be notified in writing (email where possible).

Pre-Employment Checks

All positions will require pre-employment checks of prospective employees because of the nature of duties and responsibilities attached to the positions.

These checks **may** include a conviction check and/or identity check, and **will** include a reference check and medical check including a drug screen. Applicants who do not agree to these checks should indicate this in their application cover letter.

Selection on the Basis of Merit

Latrobe and Kentish Councils are equal opportunity employers. All applications will be assessed against the same criteria. Selection will be based on highest merit for the position, past experience and ability to perform the advertised position.

Further Information

Questions should be directed to Cymone de Schipper or Aleasha Goss on 03 6491 0200, or via email cymone.deschipper@kentish.tas.gov.au or aleasha.goss@kentish.tas.gov.au

For further information on either Council, please refer to the websites at www.latrobe.tas.gov.au or www.kentish.tas.gov.au

Position Advert

Latrobe and Kentish Councils are seeking an enthusiastic person to join the organisations in the role of Customer Services Officer.

In this full-time role, you will work to provide a high-quality customer service to both the Latrobe and Kentish Councils. The role incorporates responding to and resolving customer enquiries, managing payments and bookings, processing applications and handling incoming correspondence. This front-line role is key to promoting a positive customer service orientated image for the Councils.

The successful applicant will possess certificate level qualifications relevant to customer service or office administration as well as a minimum of two years' experience in a similar position; or an equivalent combination of skills, experience and training.

An understanding of local government would be desirable.

Applications:

All applications must be in the prescribed format, address the selection criteria, and close on Sunday, 15 March, 2020 at 4pm.

Position Description



Kentish and Latrobe Councils



POSITION DESCRIPTION

Position Title	Customer Services Officer
Department	Customer and Business Services
Team	Customer and Community Services
Reports to	Team Leader Customer and Community Services
Work location	Kentish and Latrobe Council areas
Status	Permanent Full-time and Part-time
Classification	Administrative Level 1
Date	June 2019

This position is a shared position between Kentish and Latrobe Councils. Whilst the incumbent's primary employer is Latrobe Council, the position requires provision of services to both Councils.

PRIMARY OBJECTIVE

- To carry out daily operational customer service support primarily to external people/parties seeking services or support from Council.

KEY FUNCTIONS

- Provide first point of contact customer service in a professional and courteous manner.
- Seek to understand customer requirements and provide information which is consistent with this, referring to other Council Officers only when necessary.

ACCOUNTABILITIES

Customer Service Solutions

1. Respond to and resolve, as the first point of contact, routine customer enquiries across all Council services based on the customer services knowledge bank and seeking advice on ongoing matters from workflow files if available.
2. Promptly refer matters that require technical expertise or are beyond the delegations to resolve to relevant staff.
3. Record payments, receipts, and other cashing activities as it relates to rates, renewal of licenses, permits, applications, other Council services and activities and similar.
4. Receive and check for completeness applications for development activities, regulatory compliance forms and similar and refer to appropriate officer for assessment and action.

5. Process bookings for Council services and activities, notifying other Council Officers involved as necessary.
6. Handle incoming correspondence according to set procedures
7. Comply with relevant legislation in respect of the storage and maintenance of records, files, and correspondence.
8. Enter incoming work flow data and requests in the core corporate system.

Supporting Council Administration

9. Receive RSVPs for Council functions and events, including taking payments or related RSVP notes as required.
10. Assist Officers in the review and maintenance of Council's website to ensure up to date and accurate information in support of delivering excellence in customer service.

Other

11. Continually create opportunities to improve systems, processes and outputs.
12. Undertake other duties as instructed and commensurate with the incumbent's skills and capabilities'
13. Ensure all work practices are carried out in a safe manner and in accordance with Council work health and safety policy and procedure.

DIRECT REPORTS

Nil

ORGANISATIONAL RELATIONSHIPS

INTERNAL LIAISONS: Council management and staff.

EXTERNAL LIAISONS: Rate payers
General public and businesses
Service providers
Suppliers

JUDGEMENT

The position provides an operational transactional service. The position requires the understanding and adherence to guidelines, process and policy to deliver Council requirements. The nature of the work and decision making is routine.

SELECTION CRITERIA

- Certificate level qualifications relevant to customer service or office administration with a minimum of two (2) years' experience in a similar customer oriented role OR an equivalent combination of skills, experience and training.
- Sound understanding of first point of contact customer service principles and demonstrated capacity to deliver upon these.
- Able to use initiative where required and have strong problem-solving ability.
- Excellent interpersonal and communication skills (written and verbal), including ability to diffuse difficult situations.
- Cash handling experience, including capacity to process in corporate financial systems and balance funds received.
- Excellent organisational skills with evidence of high level attention to detail and an ability to achieve outcomes within deadlines.
- Well-developed computer skills.
- Minimum C class Driver's licence

Desirable

- An understanding of local government.

Employment Information

SALARY

This position is classified in the Indoor Stream, Administration/Clerical Level 1, and carries a salary band of \$45,450 – \$53,460. The salary paid will be within the level range according to the incumbent's skills, qualifications and experience.

AWARD

Local Government Industry Award 2010

ENTERPRISE AGREEMENT

Latrobe Council Enterprise Agreement 2015

LEAVE ENTITLEMENTS

Annual leave

Four weeks annual leave based on ordinary hours of work.

Annual leave loading

Annual leave loading of 17.5% calculated on the employee's minimum weekly rate of pay in addition to payment for annual leave provided.

Long Service Leave

90 days after 10 years continuous service based on ordinary hours of work.

Personal leave

Pro-rata of 10 days each year based on ordinary hours of work. Personal leave may be used when the employee is;

- Absent due to personal illness or injury; or
- Required to provide care to a member of the employee's immediate family or household who is ill or injured and requires such care.

HOURS OF WORK

The span of hours under the Council's Enterprise Agreement is 6am – 6pm.

The Customer Service Officers work on a roster system between the two Council Offices.

The Customer Service Officer will work on a roster which affects start and finish times. Hours of work are namely 7:50am – 4:30pm OR 8am – 5pm OR 8am – 4:30pm dependent on the working location.

ROSTERED DAYS OFF

Council staff operate on a 19 day month system whereby an extra 25 minutes is worked each day and accumulated during the month to enable an employee to take one day "off" per month.

SUPERANNUATION

Employer superannuation contributions of 9.5% of the employee's ordinary time earnings (as per the Australian Tax Office definition).

Employer contributions may be directed to any complying superannuation fund of the employee's choice. If no choice is made by the employee the Council will direct the employer contributions to TasPlan Superannuation as the default fund for Council employees.

Employees may make voluntary personal superannuation contributions to their chosen fund, either by salary sacrifice out of pre-tax income, or out of post-tax income.

TRAINING AND DEVELOPMENT

Latrobe and Kentish Councils provide opportunity for employees to develop through the provision of training through in-house and external training courses or through study assistance for employees undertaking relevant qualifications. Access to training is determined by consultation between the employee's manager and the employee.

MEDICAL ASSESSMENT

Comprehensive pre-employment medical examinations are an integral step in the recruitment and selection process.

PROBATION PERIOD

The appointment to this position is subject to a probationary period of 6 months.

Information about the Latrobe Municipality

The Latrobe Municipality is located in the north-west of Tasmania and shares a municipal boundary with Kentish Council, Devonport City Council, West Tamar Council and Meander Valley Council. The Municipality covers a total area of 600 square kilometres including the townships of Latrobe, Port Sorell, Shearwater, Hawley, Wesley Vale, Sassafras, Moriarty and Tarleton.

The Municipality is one of the fastest growing residential areas in Tasmania, has an estimated population of 11,729 and of the 29 local government areas, Latrobe is one of ten projected to show the strongest growth over the next ten years.

There are six primary schools and two high schools in the Municipality and the Mersey Community Hospital is situated in Latrobe.

Information about Latrobe Council

The Latrobe Municipality comprises over 6,395 properties and the Council has an estimated income of \$17.1m. Council's 2019/20 Annual Plan and Budget and the Council's Strategic Plan are available from Council's website www.latrobe.tas.gov.au

Council employs around 47 FTE positions in managing and delivering a wide range of services including urban stormwater drainage, roads, recreation and park facilities, waste management, building and environmental services, community development and economic development. Major facilities owned by Council include Port Sorell Community Centre and Camp Banksia, Australian Axemans Hall of Fame, Latrobe Recreation precinct comprising sports ovals, sports stadium, gymnasium and swimming pool and skate park.

Information about the Kentish Municipality

The Kentish Municipality is located in the north-west of Tasmania, slightly inland from the coast. Kentish covers a total area of 1,187 square kilometres and has a population of approximately 6,481.

The landscape ranges from lush rural farmland to spectacular mountain scenery. One of Tasmania's key visitor attractions, Cradle Mountain, is located in the municipal area, as is the world standard Lake Barrington Rowing Course. Mount Roland watches over the town of Sheffield (population 1,538) which has developed as the "Town of Murals". The other major towns are Railton the "Town of Topiary" (population 1,231) which has a cement manufacturing industry and Wilmot "Valley of Views" (population 395). There are a number of outlying areas throughout the municipality with evocative names like Paradise, The Nook, Nowhere Else & Promised Land that are also visitor attractions.

Sheffield is the major commercial, retail and administrative centre for the Municipality. Local industries include agriculture, tourism and manufacturing.

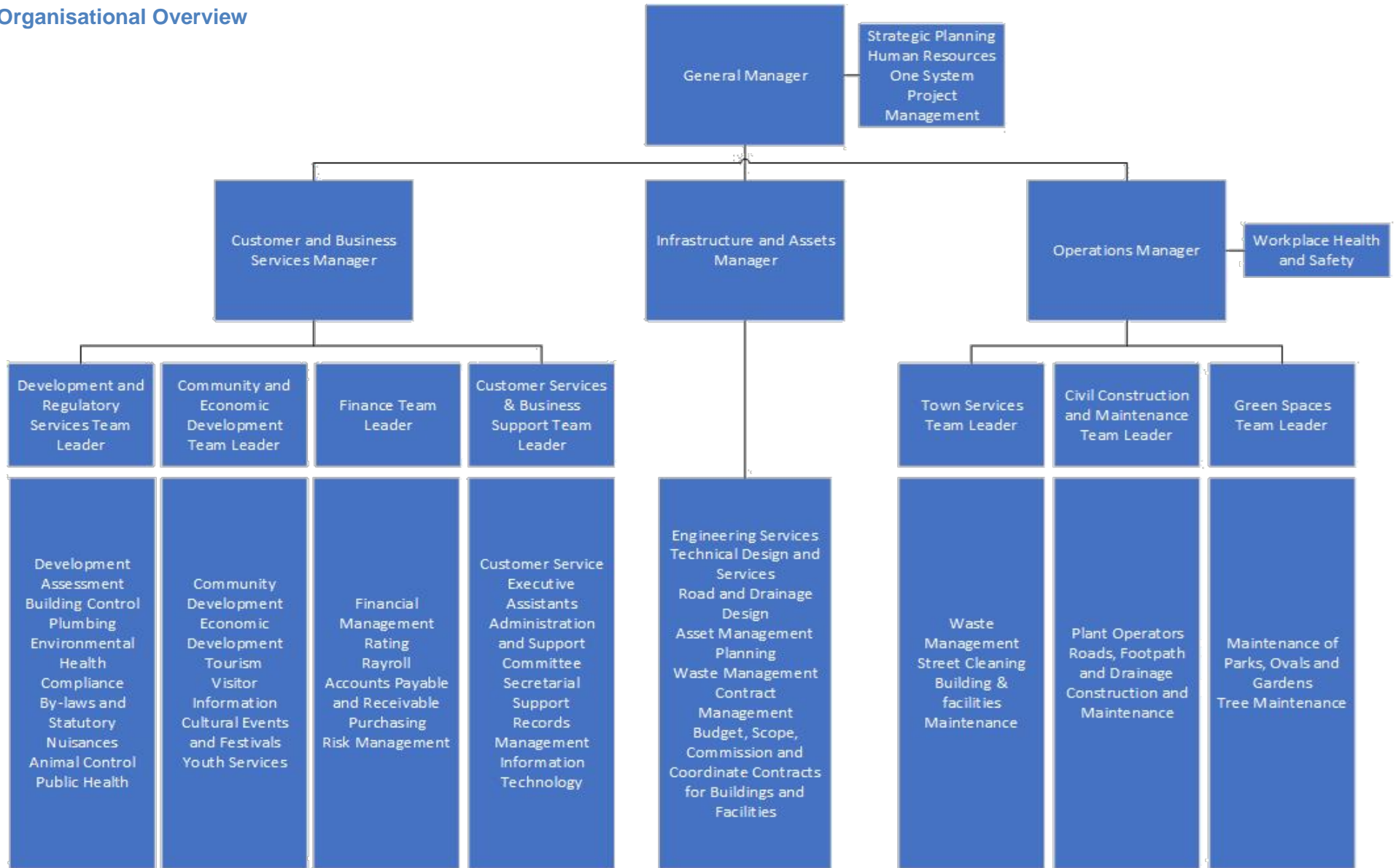
Information about Kentish Council

The Kentish Council's purpose is to serve the people of the Kentish municipality. It is Council's responsibility to undertake and be accountable for the planning, direction and management of resources to meet the present and future needs of the community.

The Kentish Municipality comprises over 3,678 rateable properties and the Council has an estimated income of \$10.9M. Council's 2019/20 Annual Plan and Budget and the 2014 – 2024 Strategic Plan are available from Council's website www.kentish.tas.gov.au

Council employs around 30 FTE positions in managing and delivering a wide range of services including urban stormwater drainage, roads, recreation and park facilities, waste management, building and environmental services, community development and economic development. Facilities owned by Council include a Medical and Health Centre, local halls and sports grounds and parks.

Organisational Overview



Information about Resource Sharing

Kentish and Latrobe Councils value collaboration and partnerships both within and outside their municipalities. As part of their business models, the councils have entered into a resource-sharing arrangement.

A resource-sharing business model allows both councils to deliver services and outcomes for their respective communities in a cost efficient and effective manner. Partnerships of this nature enable the communities to gain benefits that may have been otherwise unattainable.

The resource-sharing arrangement is governed by a Memorandum of Understanding which articulates all the terms and conditions for the parties to abide by. The arrangement has been and will continue to be managed on the basis of value to each Council.

Since the inception of the resource-sharing arrangements in 2010, the number of resources shared has steadily grown. The resources shared have typically been those which require more substantial investment, ranging from senior management roles, specialist roles or in securing plant, equipment and systems. Other opportunities for a mutual gain from a shared commitment, input and output have also been realised.

Kentish and Latrobe Councils are also seeking opportunities to develop partnerships with other Councils to build further on the benefits of this business model, provided all parties involved with Council receive value and gain as a result.

Both Councils have recently commenced an Embedding Shared Resources Program. The Program will;

- establish common policies, systems and ways of working between the two Councils
- Identify economies and efficiencies through cash savings and service uplift
- Ensure the workforces of both Councils meet the current and future needs of their communities in terms of numbers, skills and attributes
- Mitigate the risks of critical services required of the Council in the two communities being unable to be delivered
- Develop common, simplified ways of working.



KENTISH AND LATROBE COUNCILS



APPLICATION FOR EMPLOYMENT

Please print

Title Given Name/s

Surname

Unit/Street No Street

Suburb State Postcode

Postal Address (if different from street address)

Suburb State Postcode

Phone H B M

Email address

Are you legally entitled to work in Australia? (Please ✓ box)

Yes, I am an Australian/New Zealand citizen or permanent resident.

Yes, I hold a valid work visa.

Are you applying for an advertised vacancy?

Yes

Please state the title of the position:

No

Please state the type of work sought:

Your application will be considered for the position and held for a maximum of two years.

Your application will be held on reserve file for six months.

Declaration

I confirm that all answers and statements on this application form and any attachments provided (including resume) are true and complete to the best of my knowledge. I understand that should I provide untruthful or misleading information, this application may be rejected or my employment with Kentish Council may subsequently be terminated.

Signature _____

Date ____ / ____ / ____

Thank you for applying for employment with the Kentish and Latrobe Councils.