

# Kingborough Council Information Package for Applicants



**Position:** Customer Service Officer, Position Number 000399  
**Employment Status:** Ongoing, Full Time  
**Directorate:** Information Services  
**Contact:** Stephanie Velini, Customer Service Coordinator on 03 6211 8200  
**Applications Close:** 4pm on Monday 3 October 2022



**KINGBOROUGH COUNCIL**  
[www.kingborough.tas.gov.au](http://www.kingborough.tas.gov.au)

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## Our Municipality

Kingborough is situated 10 km south of Hobart, the capital city of the state of Tasmania, Australia. Kingborough has one of the longest stretches of coastline in the State (336 kilometres) and covers a total area of 717 square kilometres. Kingborough's population is currently estimated at 39,000 and it is expected to exceed 40,000 by 2023. The strong growth in population is reflected through the significant number of housing approvals in the municipality over the last 10 years. On average, Council approves more than 200 new dwellings per year.

Kingston is the major commercial, retail and administrative centre for the Municipality. Local industries include fish processing, aquaculture, tourism, viticulture, boat building, civil engineering as well as the Australian headquarters for Antarctic Research, the Antarctic Division.

Kingborough Council operates from the Civic Centre at 15 Channel Highway, Kingston. It also has a Service Centre at Alonnah on Bruny Island and a Works Depot at Kingston. The municipality comprises over 19,000 rateable properties and the Council has an estimated consolidated income of approximately \$44M.

Council employs around 220 staff in managing and delivering a wide range of services including planning and development, environment and infrastructure, and recreational and community services. Facilities managed by the Council include the multi-complex Kingborough Sports Centre, and an extensive network of sporting grounds, natural assets and reserves, local halls, and community facilities.

Council is implementing two major development projects, Kingston Park and Transform Kingston, for the revitalisation of the central business district in Kingston. Kingston Park is an 11-hectare Council owned property that is being developed in accordance with a master plan that provides for a mix of commercial and residential uses, together with public open space, and community and cultural facilities. At the heart of Kingston Park is the Kingborough Community Hub and the recently opened Kingston Park playground that draws on the natural Tasmanian environment, Aboriginal history and way of life.

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## Position Advertisement

### Customer Service Officer

The Customer Service team of the Kingborough Council is seeking applications from individuals with exceptional experience in customer service. The position is responsible for delivering quality frontline customer service from point-of-enquiry to resolution, handling customer enquiries, service requests, transactions, and complaints in an efficient, professional, and responsive manner.

To be successful, you must have a positive and flexible approach to work, as well as confident and articulate communication skills. The role also requires competent cash handling and computer skills.

The position is full time and the commencement salary is \$60,178 per annum, plus 12.5% employer superannuation and a 19-day month. For more information, contact Stephanie Velini, Customer Service Coordinator on 03 6211 8200.

**How to Apply:** A copy of the position description for this vacancy and information detailing requirements for applications are available on Council's website [www.kingborough.tas.gov.au](http://www.kingborough.tas.gov.au). All applications must include a document addressing the selection criteria and a current resume.

Applications close at **4pm on Monday 3 October 2022** and can be submitted online through the Employment Portal on Council's website.

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## **Selection Criteria**

### **Customer Service Officer**

**Please provide a written statement which addresses the selection criteria in your application.**

#### **Essential**

1. Previous experience in delivering face-to-face, phone and digital customer services.
2. The ability to use initiative in resolving problems and the capacity to resolve complaints as appropriate.
3. Experience in cash handling, processing a variety of payments and end-of-day reconciliation.
4. Demonstrated ability to work co-operatively as part of a team, but when necessary, also work independently as required.
5. Competent IT and keyboard skills using Microsoft Office products and the ability to use a range of specialist local government programs, including GIS, CRM, and document management systems.
6. Well-developed time management skills and ability to organise and prioritise a range of administrative tasks to well established guidelines.

#### **Desirable**

7. A vocational qualification relevant to the role, e.g., Certificate III in Business.
8. Experience in working in a government or other regulatory/compliance environment.

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# Position Description

## CUSTOMER SERVICE OFFICER

### POSITION DETAILS

|                          |                   |                       |                                     |
|--------------------------|-------------------|-----------------------|-------------------------------------|
| <b>Position No.</b>      | 000XX             | <b>Directorate</b>    | Information Services                |
| <b>Employment Status</b> | Ongoing full time | <b>Location</b>       | Civic Centre                        |
| <b>Unit</b>              | Customer Service  | <b>Classification</b> | Administrative/Clerical,<br>Level 2 |

### POSITION OBJECTIVE

- As a member of the Customer Service Unit, work cooperatively with other team members to provide accurate, appropriate and timely advice and information relating to Council's services, activities and facilities.
- Contribute to the efficient and effective administration functions of the Customer Service Unit.

### KEY FUNCTIONS AND RESPONSIBILITIES

- Provide first point of contact for customer enquiries, whether in person at the customer service counter, by telephone, or by email.
- Answer telephone calls to the main Council number, and resolve them as a customer service activity, or transfer them to the appropriate departmental officer, as appropriate.
- Undertake cashiering tasks including revenue collections, and the accurate allocation of transactions to properties, applications, and the general ledger system.
- Attend to customer requests in an effective and efficient manner, ensuring that accurate and appropriate information is entered into databases and forwarded to the appropriate section or officer.
- Undertake the daily balancing and banking of receipts, the preparation of cash floats and processing of receipting from Council's external offices.
- Deal with customer enquiries in relation to a broad range of Council services and functions. This includes general advice, within the scope of the role, on statutory planning and the development application process, building requirements and the application process, rates and receipting, environmental health, dog registration, By-Law compliance, kerbside waste collection, community

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events, facility bookings, asset maintenance upgrades, Council meetings and other regulatory and compliance operations.

- Undertake a range of administrative functions including petty cash reconciliation, facility bookings, application lodgement, inspection bookings, kerbside waste collection requests, 337 Property Certificate requests, lodging customer service requests, and providing administrative support to other departments where required.
- Undertake other duties as required/directed from time to time. An employee may be directed to carry out such duties as are within the limits of the employee's skills, competence and training.

**Work Health and Safety:** To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

**Authority and accountability:** Employees at this level are responsible for the completion of regularly occurring tasks with general guidance.

**Judgment and problem solving:** Employees at this level are required to demonstrate personal judgment in following Council procedures. The work falls within general guidelines but with scope for the employee to exercise discretion in the application of established practices and procedures.

## **ORGANISATIONAL RELATIONSHIPS**

### **Reporting Relationships**

1. **Internal** – The position has contact with all staff throughout the Council, but generally works with other employees in the Customer Service Unit.
2. **External** – The position deals mostly with members of the community and customers.
3. **Direct Reports** - This role reports to the Customer Service Coordinator and has no direct reports.

## **SKILLS, KNOWLEDGE AND EXPERIENCE**

### **Essential**

- Previous experience in delivering face-to-face, phone and digital customer services.
- The ability to use initiative in resolving problems and the capacity to resolve complaints as appropriate.
- Experience in cash handling, processing a variety of payments and end-of-day reconciliation.

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- Demonstrated ability to work co-operatively as part of a team, but when necessary, also work independently as required.
  - Competent IT and keyboard skills using Microsoft Office products and the ability to use a range of specialist local government programs, including GIS, CRM and document management systems.
  - Well-developed time management skills and ability to organise and prioritise a range of administrative tasks to well established guidelines.

### **Desirable**

- A vocational qualification relevant to the role, e.g., Certificate III in Business.
- Experience in working in a government or other regulatory/compliance environment.

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## Final Checklist for Applicants

Before sending in your application, use this checklist to make sure you have not missed out on important details. In particular, check that you have:

- Read the Position Description and the Selection Criteria Statement.
- Include any relevant information in relation to each of the Selection Criteria and attach supporting relevant documents.
- Your summary should provide information of your work history, responsibilities, achievements, qualifications, knowledge, skills and experience which is directly related to each of the selection criteria.

You must forward your application to the address specified below by the closing date detailed in the advertisement. Please ensure that your application includes:

- A brief letter of introduction stating the reasons why you are seeking the position with the Council.
- A written statement addressing each of the Selection Criteria for the position.
- A current copy of your resume.

Please note that a **National Police check** will be required for this position.

### How to apply:

- Your application should be addressed “**Confidential Job Application – Customer Service Officer, Position Number 000399**” and submitted online through the Employment Portal on Council’s website at [www.kingborough.tas.gov.au](http://www.kingborough.tas.gov.au).
- **Applications close at 4pm on Monday 3 October 2022.**

Thank you for your interest in employment with the Kingborough Council.



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## Employee Entitlements and Benefits

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|----------------------------|--|
| Code of Conduct            | The Kingborough Council has a 'Code of Conduct' which outlines the workplace behaviours that are fundamental to our workplace culture. A copy of the Code is available on Council's website.   |
| Employment Provisions      | The employment provisions for this position are in accordance with the <i>Kingborough Council Enterprise Agreement No 9 of 2017</i> or its successor Agreement. A copy of the Agreement is available on the Fair Work Commission website, <a href="http://www.fwc.gov.au">www.fwc.gov.au</a>                                   |
| Classification and Salary: | This position is classified under the Enterprise Agreement as Admin/Clerical Level 2, based on skills and experience.  |
| Hours of Work:             | The position is offered on a full-time basis (38 ordinary hours per week). For full time employees, a rostered day off on a 19 day per four-week cycle arrangement is also offered.  |
| Superannuation             | Council meets the requirements of the <i>Superannuation Guarantee Act</i> and currently contributes 12.5% as the employer superannuation contribution in accordance with the provisions of the Enterprise Agreement.   |
| Leave                      | Full Employees are entitled to four weeks annual leave and pro-rata for part-time employees. Full time employees are entitled to ten days personal/carer's leave (and pro-rata for part-time employees). Thirteen (13) weeks long service leave is available after 10 years' service and the period of service is transferable |

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between Tasmanian Councils.

Our employees may also purchase an additional two week's annual leave.

Paid parental leave entitlements are available – 12 weeks for the primary care giver and two weeks for the non-primary carer giver after 12 months service.

Paid leave is also available for employees involved in voluntary emergency services and for staff experiencing family violence.

#### Employment Checks

To be employed in this position applicants must undergo an employment-related background check/s and be assessed as suitable to be able to ethically perform the inherent requirements of this position.

Applicants must undergo a pre-employment functional assessment and be assessed as being able to meet the functional requirements of the position.

#### Health and Wellbeing

Council supports and encourages an active and healthy work environment and offers a workplace health and wellbeing program. The program includes staff discounts at the Kingborough Fitness Centre, free flu vaccinations, ergonomic assessments, health and well-being presentations, as well as a focus on mental health awareness and support.

Council also provides an Employee Assistance Program which offers confidential and free counselling services for employees.

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| Relocation Costs        | Council may offer relocation reimbursement to employees who are moving from interstate to take up a position with Council.  |
| Uniform and PPE         | An annual uniform allowance for the purchase of the NNT uniforms local government range is available to office-based staff. Information is available at <a href="https://www.nnt.com.au/local-government">https://www.nnt.com.au/local-government</a>   |
| Other Employee Benefits | <p>Our employees have access to <b>discounted health insurance</b> options through St Luke's Health and the Local Government Employees Health Plan.</p> <p>Council employees can arrange for a <b>novated lease for a personal vehicle</b> through Maxxia.</p> <p><i>LGAT Assist</i> also provide <b>low interest loans</b> to Local Government employees who are employed on an ongoing (permanent) basis.</p>   |
| Work Health and Safety  | Work Health and Safety is an important element of our work culture. Council takes workplace safety seriously and has implemented policies and practices to support the <i>Work Health and Safety Act 2012</i> , Regulations and Codes of Practice. Council conducts compulsory random alcohol and other drugs testing to ensure all staff are fit for work. It is recommended that employees undertaking field inspections have a current tetanus immunisation. |
| Induction               | All employees undertake an induction as part of the probation period, which is tailored to the work environment and position.   |
| HR information          | For any general enquiries about Council's HR or recruitment procedures, please contact the  |

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Organisational Development team on  
[recruitment@kingborough.tas.gov.au](mailto:recruitment@kingborough.tas.gov.au) or (03)  
6211 8200.