



KENTISH AND LATROBE COUNCILS

INFORMATION PACKAGE FOR APPLICANTS

Position:	Customer Service Officer
Employment Status:	Casual
Department:	Customer and Business Services
Applications:	Lodgment accepted anytime

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General Application Information

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

Application Format

All applications must consist of the following four documents:

1. Application Form
2. Cover Letter – 1 Page Limit
3. Resume including up to 3 referees – 4 Page Limit
4. Response to 'Selection Criteria' outlined in the position description – 5 Page Limit. **Applications will not be considered if Selection Criteria requirements are not addressed.**

Lodgment

Applications may be submitted online via the Kentish or Latrobe Website (*preferred method*):

www.latrobe.tas.gov.au/notice-board/job-vacancies

www.kentish.tas.gov.au/council/employment

Or Via Email

cymone.deschipper@kentish.tas.gov.au

Or Via Mail:

The General Manager
Kentish Council
PO Box 63
SHEFFIELD TAS 7306

Closing Date for Applications:
Applications may be lodged at any time.

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.

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

Kentish and Latrobe 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 aleasha.goss@kentish.tas.gov.au

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

Position Advertisement

CUSTOMER SERVICE OFFICER – CASUAL

Kentish and Latrobe Councils are seeking expressions of interest from suitably experienced persons to join the Council's pool of casual customer service employees.

Casual employees will be appointed to undertake a range of duties in positions on a relief and/or rostered basis. Duties will include working across both Councils in a range of departments undertaking customer services and/or administrative tasks.

All applications must be in the prescribed format, including address of the selection criteria. Applications may be lodged at any time.

Position Description



Kentish and Latrobe Councils



POSITION DESCRIPTION

Position Title	Customer Service Officer
Department	Customer and Business Services
Reports to	Team Leader – Customer Services and Business Support
Work location	Kentish and Latrobe areas
Status	Casual
Classification	Administration/Clerical Level 1
Date	May 2018

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 as needed.

PRIMARY OBJECTIVE

To provide customer service to all parties that make enquiry of Council via reception, phone and email and support various Council departments with administrative activities.

KEY FUNCTIONS

- Deliver services to external customers in accordance with the customer charter.
- Work as part of a team by providing administrative services to meet department and broader council administrative needs.
- Ensure all work is carried out with a focus on timeliness, accuracy and high level service.

ACCOUNTABILITIES

Customer Service and Administrative Support

1. Answer all telephone and receive counter enquiries relating to Council activity and provide with relevant forms, internet links and other resources where appropriate and pass on specific and accurate requests in a timely manner to appropriate officers for action.
2. Carry out preparation of correspondence in various forms (emails, letter, flyers, presentations, spreadsheets etc.) on behalf of other staff and ensure appropriate filing thereafter.
3. Support various department, staff and Committees of Management meetings via agenda preparation, minute taking, booking of venues, catering.
4. Process applications, forms, permits, certificates, renewals, and associated documentation and issuing these where authorised.

5. Register and distribute incoming Council correspondence.
6. Enter data into Corporate systems and files.
7. Manage payments, receipts and other cashing activities.
8. Manage bookings (including hire of Council facilities, tickets and events,).
9. Assist with organising events.
10. Ensure compliance with administrative related policy and procedures in delivery of administrative services.

Other Duties

11. Provide relief for other administrative related positions.
12. Ensure all work practices of self and others are carried out in a safe manner and in accordance with Council work health and safety policy and procedure.
13. Carry out all work practices in accordance with Council's policy and procedures.

ORGANISATIONAL RELATIONSHIPS

REPORTS TO:	Team Leader – Customer Service/Business Support Officer
DIRECT REPORTS:	Nil
INTERNAL LIAISONS:	Management and Staff Elected Members
EXTERNAL LIAISONS:	Community and Business groups Ratepayers and the general public Local, State and Federal Government Departments

JUDGEMENT

Judgement is limited to the tasks to be performed and may involve the use of a limited range of tools, techniques and methods within a specified range of work. An incumbent may resolve minor problems that relate to immediate work tasks.

SELECTION CRITERIA

- A Certificate II or III in Business Administration or an equivalent combination of skills/training and or experience.
- Year 10 High School Completion.
- At least two years' experience in an administrative field.
- At least two years' experience in a customer service field.
- Excellent communication skills both verbally and in written form.
- High level computer aptitude in a range of Corporate systems and the Microsoft suite.
- Ability to contribute to a broad administrative team.
- Courteous manner and a willingness to help others whilst working under pressure.
- Knowledge of work health and safety systems.
- A current C class drivers license and a commitment to maintain this.

Employment Information

SALARY

This position is classified in the Indoor Stream, Level 1, and carries a salary band width of \$23.65 – \$27.82 + 25% casual loading per hour. 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

Casual employees are entitled to:

- 2 days unpaid carer's leave and 2 days unpaid compassionate leave per occasion.
- 5 days unpaid family and domestic violence leave (in a 12-month period).
- unpaid community service leave.

HOURS OF WORK

Ordinary hours of work are generally 8am to 5pm.

The span of hours under the Council's Enterprise Agreement is 7am – 7pm.

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

Kentish and Latrobe Councils provide opportunity for employee's 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.

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 11,097 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 \$20.5M. Council's 2020/21 Annual Plan and Budget and the Council's Strategic Plan are available from Council's website www.latrobe.tas.gov.au

Council employs around 55 staff 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.

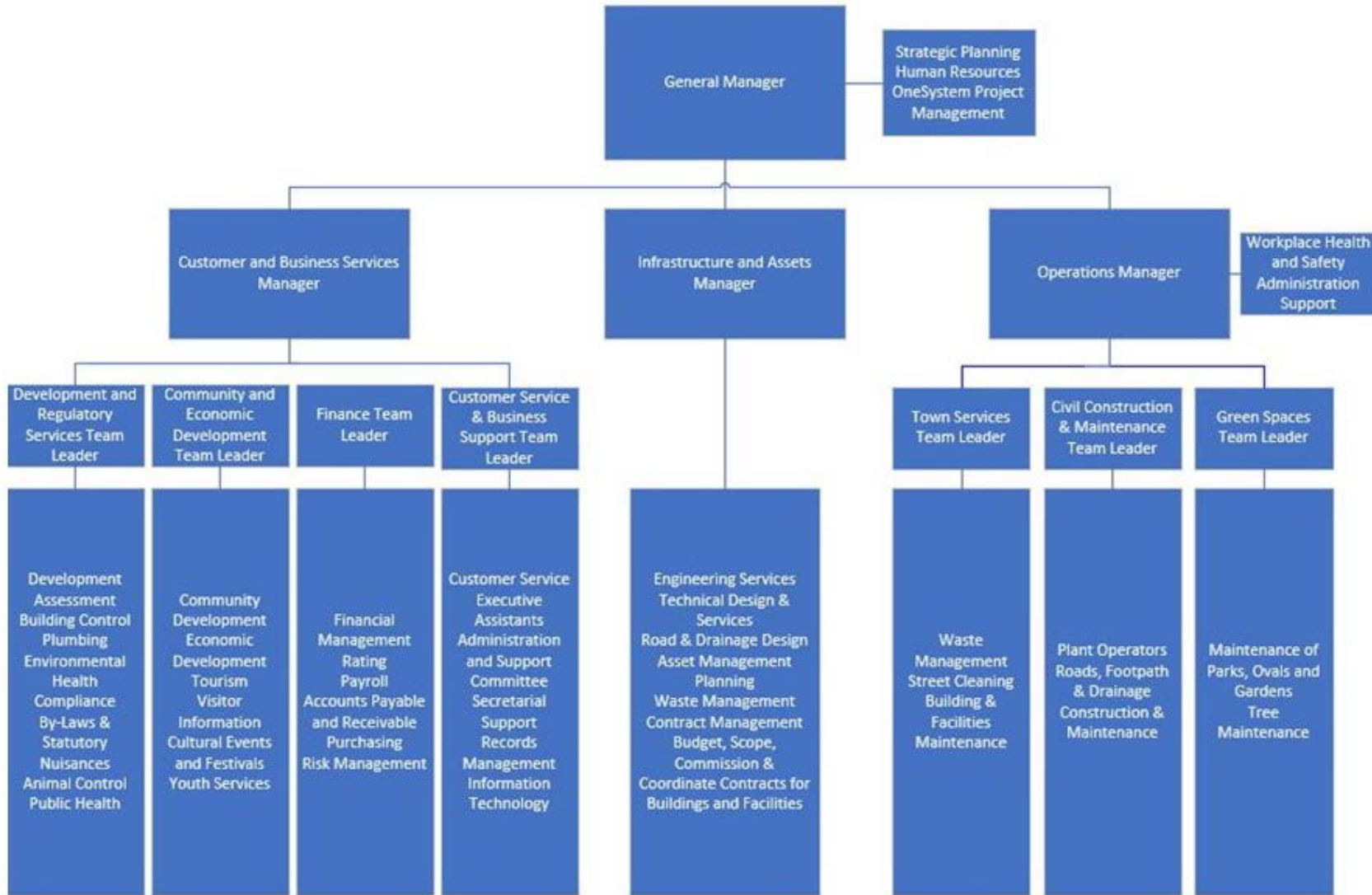
Information about Kentish Council

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 ratable properties and the Council has an estimated income of \$12.1M. Council's 2020/21 Annual Plan and Budget and the 2014 – 2024 Strategic Plan are available from Council's website www.kentish.tas.gov.au

Council employs around 35 staff 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.