

Benalla Rural City Council Employment Information Pack

Administrative and
Customer Relations Officer
Part-Time (0.8 EFT 30.4 hours
per week)

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Benalla VIC 3671

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benalla.vic.gov.au

Information Pack

Administrative and Customer Relations Officer Part-Time

Thank you for your interest in applying for the position Administrative and Customer Relations Officer with the Benalla Rural City Council

This information package includes the following documents:

- Employment Details
- Benefits of working with Benalla Rural City Council
- Position description including the 'Key Selection Criteria'.
- 'How to Apply'
- Application Cover Sheet

For general details of the Council, please refer to the following web site: www.benalla.vic.gov.au

For further information about the position and a confidential discussion, please contact Manager People and Performance, Janine McMaster on 03 5760 2661.

If you wish to apply for this position, please refer to '**How to Apply**' notes at the end of this document.

Employment Details for the Position

Status:	Part-Time
Location:	The position will be based at Benalla Customer Service Centre
Agreement:	Benalla Rural City Council Enterprise Agreement 2021.
Classification:	Band 4
Payment Details:	Salary is paid on a fortnightly basis into a nominated bank account by direct bank deposit.
Superannuation:	<p>Council will contribute 11.5% of salary to a complying superannuation fund nominated by an employee.</p> <p>If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.</p>
Long Service Leave:	<p>Three (3) months after ten (10) years of service.</p> <p>Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service.</p> <p>LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.</p>
Professional Development:	Council recognises the importance of the employee maintaining adequate level of skill and will allow for appropriate training opportunities.

Benefits of working with the Benalla Rural City Council

Working at Benalla Rural City Council, you will be rewarded with flexible working arrangements, work/life balance, an attractive salary, study assistance programs and an encouraging and supportive work environment.

As the Council provides a diverse range of services to the Benalla community, employment opportunities can vary from Administration, Engineering, Planning and Management with the majority of staff working on a full-time basis and the remainder part-time and casual.

Family Friendly and Flexible Working Arrangements

- 14 Weeks paid maternity leave
- 2 weeks paid paternity leave
- Ability to purchase leave

Employee Assistance Program (EAP)

- Telus Health is Council's preferred EAP supplier
- Designed to help staff deal with any work related or personal problems
- Confidential

Professional Development

- Committed to developing staff by strategically identifying, developing and evaluating learning opportunities
- Access to learning opportunities will be based on corporate, team and individual needs and developments

Equal Employment Opportunity

Benalla Rural City Council aims to provide a workplace that is free from any form of discrimination, bullying and harassment.

All forms of harassment and bullying are unacceptable and we are committed to creating an environment in which harassment and bullying are not tolerated at any level.

Child Safe

Benalla Rural City Council is committed to creating and maintaining a child safe organisation. Protecting children and young people and preventing and responding to child abuse is embedded in the everyday thinking and practice of our organisation.

Benalla Rural City Council encourages and supports the participation and empowerment of all children and young people and recognises that the safety of our children is a whole of community responsibility and is everyone's business.

Benalla Rural City Council has zero tolerance to child abuse.

Code of Conduct

The purpose of the Staff Code of Conduct is to provide staff with guidance on, and an understanding of the values and standards of behaviour that apply to all Council staff in their daily work activities. It is essential that the Council's affairs are conducted legally, ethically and with the highest standards of integrity and professionalism. These are the values and standards upon which the Council's reputation has been built and will continue to be based. Adherence to these values is fundamental to further building on the partnership and trust between the Council and the community.

Administrative and Customer Relations Officer Position Description

Classification	Band 4
Division	Corporate
Department	People and Performance
Reports to	Customer Relations Coordinator

Position Objectives

To provide courteous and efficient customer service support to internal and external customers. The position will also provide administrative support across the organisation as required

Key Responsibilities

- To provide, where possible a “resolution at first point of contact” service to customers seeking advice, assistance or information on Council’s services and programs.
- Apply a detailed working knowledge of Council’s services, programs, function and facilities to enable proficient and reliable service to customers.
- Operate Council’s telephone system including the proficient transfer of calls to designated officers and work locations.
- Record information into and assist in the maintenance of Council’s Customer Relations Management and Records Management systems.
- Accurately receipt monies received either in cash, cheque, or electronic funds payments.
- Receive and process customer requests such as garbage bin services, animal registrations, disabled parking permits, etc.
- Process Land Information Certificates.
- Provide administrative support across the broader organisation as requested by the Customer Relations Coordinator or the Manager, People and Performance.
- Perform other duties as directed in accordance with the responsibility and skills level of the position

Key Selection Criteria

- Previous experience in a local government environment and knowledge of Council’s operations, services and programs would be an advantage.
- Computer skills, particularly Microsoft Office applications, Synergy Soft, Outlook, Share Point and Open Office CRMS.
- Customer service skills including enthusiasm for solving customer requests and an ability to demonstrate empathy with customers where necessary.

Key Selection Criteria cont

- Effective telephone techniques and switchboard operation.
- Cashiering and cash receipting skills.
- Local knowledge would be an advantage

Qualifications and Experience

- Relevant Business Certificate or demonstrated experience, skills and ability to meet the position requirements – including administrative and customer service training.
- Demonstrated customer service and customer relations experience in the service industry.
- Experience in handling complaint resolution.
- An understanding of records management obligations and responsibilities.

Our Guiding Principles

Benalla Rural City Council recognises that great organisations are built on shared and demonstrated values. All Council staff are expected to demonstrate commitment and act in accordance with the following guiding values.

- **Fairness, Equity and Respect:** Lead by example to build an inclusive workplace that recognises and encourages the value in everyone.
- **Leadership:** Embracing, encouraging, and recognising effective leadership at all levels.
- **Continuous Improvement and Innovation:** Consistently finding better ways of delivering services and value.

Occupational Health and Safety

- Comply with all requirements of the OHS Management System and legislation.
- Work safely and not place at risk the health and safety of other workers or the public.
- Actively contribute to the hazard identification process.

Risk Management

- Understand and observe the Risk Management Policy, Framework and related procedures.
- Immediately notify their supervisor of any incidents, risks or recommendations for risk management of which they become aware.
- Report any illness, injury, hazard, damage to Council property or assets, near miss or incidents and losses as soon as they are detected to their supervisor.

Child Safety

- Ensure the behaviors and actions are consistent with the Victorian Child Safe Standards, related legislation and Council's Child Safe policy.

Diversity and Inclusion

- Ensure compliance with equal opportunity, diversity, anti-discrimination and gender equality legislation, policies and procedures.

Accountability and Extent of Authority

- Provide information to customers and information and support to more senior employees as required.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Ability to work with sufficient freedom to plan one's own work.

Judgement and Decision Making

- Objectives of the work are well defined, but the incumbent must be capable of selecting the most appropriate course of action.
- Guidance and advice is always available within the time available to make a choice.

Specialist Knowledge and Skills

- An understanding of the goals of the work unit and an appreciation of the goals of the wider organisation.
- Well developed skills in front-line customer service/customer relations service delivery and customer complaints handling.
- Effective telephone techniques as well as cashiering and cash receipting.
- Understanding of customer service recording and records management systems and relevant office procedures and work practices.

Good knowledge of Microsoft Office application with considerable experience and skill in Word and Excel e.g. typing letters, report and working with basic spread sheets.

Management Skills

- Basis knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance as required.
- Ability to manage time and to plan one's own work load.

Interpersonal Skills

- Considerable level skills in problem solving.
- Ability to gain cooperation and assistance from a range of people including at times disgruntled members of the public.
- Well-developed oral communication skills.
- Ability to work cooperatively within a team environment.

Terms and Conditions

The Administrative and Customer Relations Officer is classified as a Band 4 in accordance with the *Benalla Rural City Council Enterprise Agreement 2021*. The salary range for this position is within Band 4 plus superannuation in line with legislation per annum commensurate with qualifications and experience. Membership of a superannuation fund is compulsory (default fund is Vision Super). Annual, sick and long service leave accruals will apply in accordance with the *Victorian Local Authorities Award 2001* and the *Benalla Rural City Council Enterprise Agreement 2021*.

Signatures

Employee

Manager:

Name:

Name:

Signed:

Signed:

Date:

Date:

Position – Inherent physical requirements				
Summary – Exceptional administrative and customer service support across the organisation				
<i>Physical Demands of the Role</i>				
Physical Demands of the Task and % of time allocated	NEVER 0%	OCCASIONAL 1-30%	FREQUENT 31%-60%	CONSTANT 61%-100%
Sitting				X
Driving	X			
Standing			X	
Walking			X	
Steps / Stairs			X	
Squatting		X		
Kneeling		X		
Looking Up			X	
Looking Down			X	
Bending Spine Forwards		X		
Bending Spine Backwards		X		
Working with hands above shoulder height		X		
Reaching forwards or sideways		X		
Gripping or Grabbing		X		
Fine Hand Coordination		X		
Lifting from Floor to Waist			X	
Lifting at waist height		X		
Lifting from waist to overhead		X		
Carrying equipment e.g., tools, plants etc	X			
Pushing	X			
Pulling	X			
Exerting force with one hand or one side of the body e.g. digging	X			
Holding, Supporting or Straining	X			
Adaptive Device(s) Available	Description of their use			
Ergonomic assessment of office workstation (For office based positions)	Minimise effects of long periods of sitting			
Ergonomic Chair (For office based positions)	Minimise effects of long periods of sitting			

How to Apply

These notes are provided to assist you in the preparation of your application and to help the selection panel judge your application.

Application Cover Sheet

Please ensure you complete the 'Application Cover Sheet' and include in your application. The personal information collected on this form will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information.

Addressing Key Selection Criteria

The Key Selection Criteria is listed in the Position Description. Each criterion must be addressed and it is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application for the above position. It is up to you to demonstrate that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position. It must be noted that it is not practical to interview all applicants and therefore only those who best meet the requirements will be short-listed for interview.

Applications

- Ensure that you have read the position description and understand the requirements of the position
- Your application should include:
 - Application Cover Sheet
 - A covering letter
 - A document addressing the key selection criteria
 - A current resume

All applications will be treated with the strictest confidentiality and are to be submitted by email to: employment@benalla.vic.gov.au

Alternatively, you may post your application to;

“Private and Confidential”
Rhonda McDonald
Human Resources Coordinator
Benalla Rural City Council
PO Box 227
BENALLA VIC 3671

*Please use a paperclip to secure all documents; **do not staple your application** or enclose your application in a folder.*

Applications close: **5pm Friday 23 May 2025.**
Please Note: Late Applications cannot be accepted.

Application Cover Sheet

Position Applied for: _____

Note: Applicants are required to respond to the Key Selection Criteria in their applications

Full Name: _____

Address: _____ Suburb: _____

State: _____ Post Code: _____

Email Address: _____

Phone: _____ Mobile: _____ Other: _____

Do you have?

Current Driver's License Y/N

Current First Aid Certificate Y/N

Current Police Check (not more than 6 months old) Y/N

Are you willing to undertake a Police Check if required? Y/N

Have you completed the attached **Professional Referees** form? Y/N

Have you read and understood the **Position Description**? Y/N

Have you read 'How to Apply' instructions in the Information Pack? Y/N

What is your availability to work e.g. hours, days and date of commencement? (Applicable for part time only)

Where did you see this position advertised?

****** Don't forget to attach your Resume and address the Key Selection Criteria ******

Privacy Act Information and Declaration

The personal information requested on this form is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

Professional Referees

I hereby agree to the following nominated persons acting as referees and being contacted for the purpose of seeking referee information regarding my previous employment performance and my suitability for future employment:

Name of Referee (Direct Manager if possible)	Company and Position	Contact Phone Number
1.		
2.		
3.		

I confirm that the above referees have been contacted by me and have consented to acting as referees on my behalf. I understand that failure to gain the consent of the persons listed above to act as referees may result in the Benalla Rural City Council not considering me for employment.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Benalla Rural City Privacy Act Policy and *Victorian Information Privacy Act 2000*, including the provision of access to that information.

Name of Applicant:

Signature:

Date:

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