

Upper Lachlan Shire Council



Position	Customer Service and Business Support Officer
Reports to	CHIEF FINANCIAL OFFICER
Group	Finance and Administration
Band/Level	B1/L3
Grade	7
Date revised	2025

Primary Purpose

To provide high quality customer service to internal and external customers of the organisation and efficient financial business support services to the Finance and Administration Department in a professional and courteous manner.

Council Values

Council's values of sustainability, integrity, respect and professionalism guide the decisions, actions and conduct of all employees.

Accountabilities

- Provide high quality customer service to internal and external customers and processing of payments related to Council fees and services.
- Perform cashiering duties and reconciliation of monies on a daily basis.
- Provide customers and stakeholders with timely and accurate information, in line with Council's legislative, regulatory and policy requirements, to resolve enquiries.
- Facilitate bookings and payments to Council related to street stalls and other facilities.
- Undertake a range of administrative tasks associated with delivering Council's customer service function including but not limited to bank reconciliation, Councillors Allowance reconciliation, plant sheets, general ledger journals and stores inventory control tasks.
- Provide timely, accurate preparation and assistance with Council's finance functions, including but not limited to; financial reporting audit work papers, general ledger and Alternate Key maintenance, reconciliations, preparing and processing journals, Council Section 355 Committee audits, check and review accounts payable batch payments.
- Administer and maintain Council's cemetery records and coordinate the administration of burials.
- Work within the parameters of Council's financial strategies, policies procedures and systems to ensure organisational, management and statutory requirements are met.
- Collect, collate and make available information for reporting, and produce accurate and timely reports as required.
- Use resources efficiently, effectively and responsibly to complete work in a timely manner.
- Contribute to the performance of Council: leading by example, demonstrating professional conduct, making the best use of knowledge, experience and skills, and being accountable for the decisions made.

- Ensure a safe working environment by taking accountability for own actions and complying with Council's WHS policies and procedures.

The employee is required to undertake any other duties, projects or tasks as directed by their Manager and Department Director, which are within his/her skills, competence and training.

Key relationships

Internal	External
Finance and Administration Team	Government Agencies and Authorities
Committees of Council	Audit Office
Other staff	Business and Community members

Essential Criteria

1. Certificate II in business administration or a related discipline with contemporary experience in a similar role; or substantial contemporary experience in a similar role, coupled with ongoing professional development to support contemporary knowledge.
2. Contemporary knowledge and demonstrated experience in providing high quality customer service to a diverse range of internal and external customers, including cash handling experience.
3. Demonstrated interpersonal skills and ability to communicate effectively and respond to customer enquiries.
4. Proven ability to work productively as a member of a team and contribute to team goals.
5. Demonstrated solid skills, knowledge and experience using Microsoft Word, Excel and Outlook.
6. Current Class C Drivers Licence.

Desirable Criteria

1. Demonstrated experience in Civica Authority.
2. Demonstrated knowledge and understanding of Service NSW procedures.
3. Demonstrated knowledge and experience in local government.

The position description should be read and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct including, but not limited to, the Code of Conduct, Delegations of Authority, legislation, policies, procedures and plans.

I have read and understand the requirements and accountabilities of this position.

Name (please print)

Signature

Date

SALARY PROGRESSION CRITERIA



Customer Service and Business Support Officer

The emphasis at this level will be placed on the demonstrated application of the skills and knowledge required of the position. Assessments will be made based on the experience/qualifications of the jobholder and their ability to apply skills and knowledge to meet the accountabilities defined in the job description.

MINIMUM JOB REQUIREMENT

The jobholder is required to have met the essential criteria as described in the job description.

STEP 1	
Before being assessed for Step 1 Skill steps, the jobholder must have demonstrated achievement of all Essential Criteria described in the job description. When the jobholder demonstrates the achievement of all Skill steps in Step 1, they are eligible for an increase in their rate of pay.	
1	Knowledge and application of "Civica Authority" as it applies specifically to the receipting of all payments.
2	Provide quality customer service skills - both internal and external.
3	Operate in accordance with Council's policies and procedures for cash handling and remittances.
4	Compliance with workplace procedures in regard to WHS.
5	Accurately maintain petty cash records.
6	Accurate checking of accounts payable batches.
7	Collect, collate and make available external audit supporting material.

STEP 2

Before being assessed for Step 2 Skill steps, the jobholder must have demonstrated achievement of all Essential Criteria and Step 1 Skill steps.

When the jobholder demonstrates the achievement of all Skill steps in Step 2, they are eligible for an increase in their rate of pay.

1	Responsibly prioritise workflow and maintain productivity.
2	Contribute positively to the team environment.
3	Constructively participate in workplace change processes.
4	Deal with difficult customer situations effectively and professionally by applying knowledge and skills.
5	Undertake data entry tasks in a timely and accurate manner.
6	Possess thorough knowledge of council activities, policies and procedures.
7	Accurately complete general ledger maintenance as instructed by senior finance officers
8	Utilise software platform of Council's external audit partner for collection and upload of financial records.

STEP 3

Before being assessed for Step 3 Skill steps, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1 and Step 2 Skill steps.

When the jobholder demonstrates the achievement of all Skill steps in Step 3, they are eligible for an increase in their rate of pay.

1	Provide clear and concise advice and explanation of situations to various stakeholders, including customers, colleagues and senior management.
2	Create and process general ledger journals.
3	Assist in training of new, casual/relief staff.
4	Knowledge and application of "Civica Authority" systems in relation to bank reconciliation, stores, plant and general ledger functions.
5	Section 603 and water meter reading certificates completed correctly and within timeframes.
6	Coordination/administration of cemeteries register and burials processes.
7	Provide reliable and considered financial information to users.
8	Maintain thorough electronic document storage, including add/create records in HP Content Manager in accordance with Council nomenclature

STEP 4

Before being assessed for Step 4 Skill steps, the jobholder must have demonstrated achievement of all Essential Criteria, Step 1, Step 2 and Step 3 Skill steps.

When the jobholder demonstrates the achievement of all Skill steps in Step 4, they are eligible for an increase in their rate of pay.

1	Maintain effective work practices.
2	Preparation of subsidiary systems reconciliations.
2	Employ innovation, initiative and improvement for benefit to council.
3	Quality and quantity of work outputs regularly exceeds expectations of end users and senior management.
4	Consistently completes work on time and reports to supervisor.
5	Understand the wider role of the organisation and co-operate with other sections/departments to further Council's objectives.
6	Complex reconciliations completed accurately.
7	Understand basic accounting principles and standards.

STEP MAXIMUM SKILL STEPS REQUIREMENT

To achieve Step Maximum Skill steps the jobholder must apply a superior level of skills, knowledge, Skill steps and expertise to the position. Step Maximum Skill steps will be achieved by the attainment of:-

1. Agreed competency and/or training/qualifications
2. Demonstrated efficiency and productivity improvements
3. Development and/or delivery of an innovative project
4. Continuous work improvement for a defined timeframe

Step Maximum Skill steps will be subject to determination and assessment by the relevant Director, in consultation with the jobholder. Before the jobholder can be assessed at Step Maximum, the jobholder must have achieved Steps 1, 2, 3 and 4 Skill steps.

Note: Skill steps will be obtained and/or developed from a combination of the following sources:-

- Training.gov.au
- Job-specific Skill steps developed by Council
- WHS standards
- Former position description skill steps