

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik's values

Our vision - Nillumbik is Australia's most liveable Shire



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Customer Support Officer
Position Number:	1034
Classification:	Band 4
Tenure:	Temporary part-time (0.54EFT) 12 month parental leave cover
Directorate:	Communities
Department / Unit:	Living & Learning Nillumbik
Reports To:	Learning and Engagement Coordinator
PD approved by:	Executive Officer L&LN
Date approved by Manager or Director:	March 2025
Date Approved:	March 2025

1. Position Purpose

Living & Learning Nillumbik sits within the Communities directorate and provides lifelong learning and social connection opportunities for a diverse cohort of participants. It comprises a Skills Hub, Carers Hub and three Neighbourhood Houses located in Eltham, Panton Hill and Diamond Creek.

Living & Learning Nillumbik imagines a world of resilient people and connected communities. To achieve this, we work with individuals, local communities and government to create a range of opportunities where people share, learn and connect. To this end we:

- Provide local opportunities for people to belong, link to resources, volunteer, gain knowledge and skills, and discover pathways to further learning or employment
- Organise and deliver a wide range of programs, courses and activities to support and connect our community
- Oversee the development and implementation of Councils Lifelong Learning Strategy and support quality learning opportunities to the community

2. Position Objectives

This position is responsible for:

- Working in a self-managed team to ensure frontline customer service activities are completed in a timely, professional and effective manner in accordance with agreed performance standards and service expectations of Council
- Communicating services available at all L&LN Centres to enhance the customer's knowledge of how they can connect with Living & Learning and providing referrals as required
- Administering the Client Management system through accurate data collection, data entry, report production, as well as providing support to users/participants as required
- Contributing to the ongoing operational efficiencies of the team through the provision of a continuous improvement mindset.
- Providing administrative support to all L&LN

3. Key Result Areas

3.1 Customer service and relationships

- Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers
- Be a welcoming first point of contact for people accessing Living & Learning Nillumbik via telephone, email or in person
- Determine customer needs and accurately communicate a broad range of relevant services available at all three Centres to enhance the customer's knowledge of how they can connect with Living & Learning
- Make referrals to other L&LN and Council staff as appropriate
- Establish working relationships that support a collaborative working environment

Nillumbik Shire Council Position Description

- Foster and build relationships at all levels throughout the organisation

3.2 Program Administration

- Process enrolments and related administrative requirements:
 - Accurately process enrolments and payments according to L&LN policies and procedures
 - Ensure invoices are issued for all transactions and bookings with timely payment receipted
 - Use the student management system to access information and record notes as required
 - Maintain accurate and up to date enrolment records
- Provide administrative support to tutors /volunteers:
 - Ensure all tutors and volunteers have accurate class lists, including after-hours classes
 - Assist with ensuring venues and equipment are resourced and ready for courses

3.3 Program Support

- Provide administrative support to Program Coordinators and Facilitators as directed
- Assist in the collection of feedback, surveys and evaluation of courses and activities
- Prepare statistical data as required
- In conjunction with the Program Coordinator or Facilitator update systems with accurate and relevant information of courses running within the required timeline
- Run reports as and when required

3.4 Operational and general administration

- Provide general administrative support for L&LN and related Council activities
- Process venue hire bookings
- Conduct OH&S workplace inspections as required
- Lodge Service Requests and liaise with Council maintenance staff where required to ensure L&LN facilities are well presented and maintained
- In conjunction with the Business and Operations Lead, arrange purchase and payment of supplies and resources in accordance with Council's Procurement Policy and procedural Guidelines as required
- In conjunction with the Communications and Engagement Officer, support the maintenance of key communication platforms for L&LN including L&LN website, newsletters, course guides and flyers.

3.5 Teamwork

- Work collaboratively and as an effective team member by participating in and contributing to Unit, Department and organisational activities.
- Assist all staff with matters relating to Living & Learning Nillumbik deliverables to ensure a high level of service delivery and output is maintained.
- Effectively, efficiently and respectfully liaise with all team members in relation to unit operations and functions.
- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops, events etc.

3.6 Continuous improvement

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Continually strive for innovative approaches to the role, and identify systems and programs that will support smart and efficient business operations.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting and addressing or referring opportunities and challenges facing the organisation.

Nillumbik Shire Council Position Description

- Contribute to the development and review of procedures to ensure continuous improvement and support implementation as required.

3.7 People, culture, safety, health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

3.8 Financial administration

- Provide effective financial administration and compliance to Council's Procurement Policy and Procedural Guidelines, undertaking preparation, management and reporting of any allocated budget and maximising the financial benefit of all allocations.

3.9 Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - Equal Employment Opportunity, supporting equity and fairness
 - Occupational Health and Safety, supporting a safe workplace
 - Risk Management, reducing the opportunity for fraud
 - Emergency Management, Business Continuity to support ongoing service delivery
 - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

4. Job Characteristics

4.1 Accountability and extent of authority

- Is responsible for day to day administrative and operational support of L&LN to achieve excellence in service delivery to all external and internal customers
- Is expected to work within existing policies and procedures and adhere to the guidelines provided
- Is accountable for completion of work tasks and project requirements with the guidance or approval of supervisors

4.2 Judgement and decision making

With guidance and advice always available from Learning and Engagement Coordinator and Business Operations Lead, this position is responsible for:

- Making on-the-spot judgements to address service matters, including those without procedural guidance, or those presenting sensitive and/or difficult issues (e.g. customer complaints).
- Making decisions and providing advice that affects individual customer satisfaction and influences how other staff handle customer issues
- Actively participates in the development, implementation and review of procedures and practices relevant to the various functions of the department

Nillumbik Shire Council Position Description

4.3 Qualifications

- Certificate in office administration or similar, and/or previous experience in office administration and customer service

4.4 Experience

- Extensive experience, knowledge and commitment to deliver best practice in customer service, preferably in a learning environment
- Experience in office administration
- Demonstrated ability to effectively judge a situation and engage assistance where appropriate
- Experience effectively managing workloads with competing demands
- Demonstrated ability to work co-operatively with, members of the public, service users, employees and other organisations in order to achieve Council objectives

4.5 Specialist Skills and Knowledge

- A solution focused approach
- Commitment to understanding Local Government, its objectives and issues affecting it
- Understanding the uniqueness of the Nillumbik Shire
- High level computer operating skills with the ability to adapt to using technology for the greatest benefit to the organisation
- Use of Client Management System as a basis for work

4.6 Management Skills

- Highly developed time and organisational skills.
- Capable of liaising with customers and stakeholders
- Ability to manage, plan, prioritise and organise one's own work to deliver within agreed timelines
- Ability to follow through on all commitments made to customers in relation to requests, enquiries and complaints

4.7 Interpersonal Skills

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community (Mandatory).
- Highly developed oral and written communication skills and excellent interpersonal skills
- Ability to discuss and resolve problems
- Genuine empathy with, and respect for customers and readiness to enjoy direct contact with them
- Ability to deal with change in a flexible and positive manner
- Strong commitment to want to serve the local community
- Demonstrated ability to deal calmly and positively with difficult interactions
- Excellent listening skills and the ability to identify customer's needs quickly

Nillumbik Shire Council Position Description

5. Physical Requirements

Posture	<ul style="list-style-type: none"> • Sitting at desk, work station or in meeting rooms • Driving up to 30 minutes at a time between workplaces, i.e. Greensborough, Plenty, Eltham, Diamond Creek and Panton Hill (where applicable) • Some standing • Some walking
Upper Limb / Body	<ul style="list-style-type: none"> • Some handwriting • Some reaching above shoulder and bending below the knee to access files and books • Some sustained neck flexion may be required when reading documents.
Trunk	<ul style="list-style-type: none"> • Some twisting in a seated position to access drawers at the desk • Bending below the knee
Work Environment	<ul style="list-style-type: none"> • Indoor air conditioned offices with carpeted floors • Outdoor between classrooms and events
Weights	<ul style="list-style-type: none"> • Lifting weights up to approximately two reams of A4 paper (Majority) • Tables and chairs of varying weights (Minority)

6. Key Selection Criteria

- Highly developed oral and written communication skills and excellent interpersonal skills
- Experience working within a multi-skilled, high volume, customer driven environment, coupled with demonstrated experience and aptitude in dealing with members of the public
- Proven ability to produce timely and accurate information within defined timelines and manage conflicting deadlines to agreed service standards.
- Ability to manage and deal efficiently and effectively with complex customer complaints/enquiries.
- Demonstrated team player, able to work in a dynamic and fast-paced team environment, maintaining a professional, helpful and co-operative manner.
- Proven ability to deal with change in a flexible and positive manner
- High-level computer operating skills including use of a Client Management System.
- Good problem solving skills in relation to administration functions, and the ability to quickly understand and implement new ideas, concepts and processes and make appropriate referrals.

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- This position requires a pre-employment medical check which will be organised by Nillumbik Shire Council as part of the recruitment process.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.
- This position requires the incumbent to work from multiple sites, including but not limited to Living & Learning Nillumbik sites in Eltham, Diamond Creek and Panton Hill, Hurstbridge and Council offices.
- The incumbent **may** be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.
- This position requires evidence of qualification documentation.

Nillumbik Shire Council Position Description

8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact Hilary Duns-McKay Learning & Engagement Coordinator on 0477 986 140. Applications can be submitted online at [Nillumbik Website](#) until 10pm Sunday 6 April 2025. Apply now!

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hrrmail@nillumbik.vic.gov.au