

### Customer Relations Coordinator

**Incumbent** Vacant

**Department** Corporate and Community Services

**Main Purpose of the Role**

To lead the Customer Relations team to deliver customer service excellence to members of the general public and residents of Greater Hume Council across all four (4) Customer Relations sites.

To coordinate the ongoing relationship of Riverina Regional Library (RRL) and NSW Public Library Association and Greater Hume Council.

Seek grant opportunities for engagement activities for Youth and Senior Residents of Greater Humer Council. Coordinate projects and activities based on grant funding.

**Reports to** Manager Risk & Governance

**Staff Supervised** 6 ongoing positions plus casual staff

**Hours of Work** Full Time – 35 hours per week

<b>Salary</b>	<b>Grade</b>	16	<b>Band</b>	3	<b>Level</b>	2	<b>Step</b>	Entry
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**Last Reviewed** January 2025

### Customer Relations

- Ensure all Customer Relations Centres are operating efficiently and effectively and that all centres have up to date information on Council's services and projects.
- Utilise and update a variety of software programs to ensure effective and efficient access to information, communication and data management.
- Ensure processes are in place to manage relationships with external stakeholders including venue hire, general enquiries and basic event management.
- Oversee and develop a range of financial service protocols including but not limited to, end of day procedures, banking and receipting transactions.
- Organise and adjust Customer Relations rosters to ensure adequate coverage at all times.
- Develop and implement processes based on best practice and stakeholder feedback as needed.
- Be an escalation point for the Customer Relations team and resolve complex customer enquiries.
- Supervise, support and mentor staff within the Customer Relations team including annual performance appraisals, ongoing professional development and training of staff.
- Participate in the recruitment, selection and onboarding of new Customer Relations staff.
- Ensure all Council Customer Relations Service Centre's are open and operate during the required business hours and maintain a high level of presentation and are an inclusive and culturally diverse environment.
- Interpret reports and data to ensure that Customer Relations Centre's are meeting the needs of all stakeholders.
- Adopt a continuous improvement approach and facilitate a culture where team members are supported to achieve high customer service standards.
- Co-ordinate Services Australia services at relevant centres.
- Organise and attend meetings including, monthly CR team meeting, RRL meetings and all other relevant meetings.

### Library

- Supervise the planning, organisation and supervision of library presentation and collection maintenance.
- Promote community use and understanding of technology resources and facilities through participation in reader education.
- Coordinate input and participation in Library collection management, including identification of items for repair or withdrawal and suggestions for new purchases.
- Promote Library services and encourage borrowing, membership and participation in programs by initiating contact with customers, advising customers of upcoming events and encouraging attendance.
- Identify and apply for suitable grant opportunities which will be relevant to improving member use and participation in the library.
- Identify and build relationships with local schools and community groups to develop opportunities to fully utilise and promote library services.
- Be the nominated contact for Riverina Regional Library (RRL) and prepare annual budget for allocation of RRL reserves for the four shire libraries, this includes the coordination of standing orders for books among the four libraries.
- Facilitate effective working relationships between staff within the Greater Hume and across the Riverina Regional Library service and the wider library network.
- Seek opportunities to promote Council Library achievements.
- Identify and implement innovative programs to ensure that Council Libraries deliver a range of programs, events and services for all ages and members of the community.

## Youth / Senior Residents

- Apply for grants and coordinate projects that are consistent with the priorities and strategies identified in Council's Delivery program and Operational Plan for the Youth and Senior Residents at Greater Hume Council.
- Provide reporting on the progress of grants and programs as required.

## Leadership & Reporting

- Attend functions, meetings and other required events to publicly represent the Council.
- Prepare and deliver presentations internally and externally.
- Lead, mentor and guide your team members. Act as a positive role model that demonstrates Council values and objectives. Regularly meet, communicate and support team members.
- Host meetings and communicate relevant subject matters.
- Review data and prepare meaningful and timely reports.
- Conduct regular performance reviews of team members.
- Develop strong relationships with a range of stakeholders and represent the Council favorably, ethically and in line with the Code of Conduct.
- Remain accountable, responsible, professional and transparent with communication of information.
- Support organisational initiatives and provide resources, information and support as required.
- Ensure all reporting obligations include but are not limited to monthly reporting, Council Reporting and financial reporting obligations.
- Record Library statistics accurately and compile reports as required.
- Working in collaboration with the Manager – Risk & Governance adhere to a department budget by monitoring expenditure and effectual roster coordination of staff.

### Authority and Accountability

- Decisions are either guided by practices, procedures and precedent or made in consultation with the manager.
- Decisions made by the job holder affect the work and activities of others.
- Moderate planning is required to assure the appropriate sequence of activities and coordination of resources.

### Judgement and Problem Solving

- Problems are solved by examination and analysis of readily obtained information and the selection of an appropriate solution from a number of options.
- The job holder is required to make judgments and interpretations based on analysis of information and straightforward situations. He or she will improve and develop methods and techniques.

### Management Skills

- The job holder is responsible for the direction and co-ordination of operations of a branch function within the council.

### Interpersonal Skills

- This job requires written communication skills, which enable the job holder to write correspondence, reports, and submissions that require original sentence and paragraph construction and wording.
- Responsibility for providing information to customers and assisting with routine service problems.
- Responsible for frequent co-ordination of and communication with other workers to gain co-operation for work production or service quality.

### Essential Criteria for Appointment

- Certificate IV or higher in Business Management and/or Leadership (or other relevant qualifications).
- Significant demonstrated experience in public library and/or customer service setting.
- Strong customer focus and highly developed customer service skills.
- Substantial knowledge of and experience in provision of professional information services in a public library.
- Demonstrated problem solving skills.
- Demonstrated leadership managing a team across various locations.
- Well-developed oral and written communication skills.
- Proficient in all Microsoft applications, previous experience with LGA software packages are an advantage – or a willingness to learn.

### Entry Level – Core Competencies

- Demonstrated ability to access and retrieve data (BSATEC102A)
- Demonstrated ability to operate a range of office equipment to complete routine tasks (BSATEC101A)
- Demonstrated ability follow defined Work Health and Safety (WHS) policies and procedures (LGACORE102A)
- Demonstrated ability to provide service to customers in a local government environment (LGACORE103A)
- Demonstrated ability to work effectively in the local government context (LGACORE104A)
- Demonstrated ability to work with others in local government (LGACORE105A).

### Step 1 Pre-requisites

Skills, knowledge and other attributes for the position have been developed to a level where the work performance is accepted by the Director Corporate and Community Services as competent.

The assessment of performance being against the following:

- Demonstrated ability to develop and apply knowledge of the library/information services industry (CULLB001A)
- Demonstrated ability to collect and provide information to facilitate communication flow (BSACOM301A)
- Demonstrated ability to develop and use information literacy skills (CULLB203B)
- Demonstrated ability to devise and conduct community consultation (LGACOM502A)

- Demonstrated ability to develop and use information literacy skills (CULLB203B).

## Step 2 Pre-requisites

Quality and quantity of work are consistently performed at a higher than competent level.

The assessment of performance being against the following:

- Pre-requisites from Step 1, plus:
- Demonstrated ability to devise and conduct community consultation (LGACOM502A)
- Demonstrated ability to prepare a budget (LGACOM503A)
- Demonstrated ability to develop, implement and review policies and procedures (LGACOM603A)
- Demonstrated ability to develop, implement and review operational plans (LGACORE601A)
- Demonstrated ability to provide advocacy and representation
- Demonstrated ability to establish cooperative arrangements with other organisations (LGACOM404A).

## Step 3 Pre-requisites

Skills and knowledge for the position are at an advanced level and the amount of relevant experience extensive. The role is performed with ease.

The assessment of performance being against the following:

- Pre-requisites from Steps 1 and 2, plus:
- Demonstrated ability to develop and maintain community/stakeholder relationships (CULLB510B)
- Demonstrated ability to evaluate the effectiveness of a marketing/information campaign (BSBADV605A)
- Demonstrated ability to compose correspondence and reports (AF25013)
- Demonstrated ability to develop, implement and review policies and procedures (LGACOM603A).

## Step 4 Pre-requisites

- Pre-requisites from Steps 1, 2 and 3, plus:
- Demonstrated ability to develop and organise public education programs (LGACOM501A)
- Demonstrated ability to develop, implement and review operational plans (LGACORE601A).

## Part 4 – RWHS Responsibilities Accountabilities and Authorities

The following responsibilities, accountabilities and authorities set out hereunder form part of your job description.

### RWHS Responsibilities

- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work to your Manager.
- Comply with all safe work practices and procedures set in place by Management (following consultation with relevant employees) and to observe all instructions issued to protect your health and safety or the health and safety of others.
- Only undertake tasks that you have been appropriately trained in and are qualified and competent to undertake in accordance with SafeWork NSW and other requirements.
- Work towards achieving set RWHS targets and target completion times.
- Support Rehabilitation in the workplace.
- Cooperate with Council in the fulfilment of obligations placed upon Council in accordance with the current Work Health and Safety Act and Regulations.
- Participate in workplace RWHS inspections.
- Be vigilant and report risks that may affect persons outside Council i.e. members of the public, visitors, etc. Such risks may be due to deterioration in roads, footpaths, parks, drains and other infrastructure.
- Ensure any RWHS Records are created and maintained in accordance with Council's policies and procedures.
- Assist Management and/or trained staff in conducting RWHS Risk Assessments and in the implementation of control measures.

### RWHS Accountabilities

- Following all Council Safe Work Practices and Procedures.
- Reporting all incidents, accidents and injuries prior to completion of work on the day.
- Participating in Team meetings.
- Complying with all externally issued safety and health instructions issued by SafeWork NSW and government Agencies.
- Attending all compulsory and relevant training.

### RWHS Authorities

- To fix any problems/hazards within your scope of responsibility and financial delegation.
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation to your Manager, Supervisor or Team Leader for immediate action.

## Part 5 – Critical Physical Factors and Workplace Environment

### Critical Physical Factors

The following Critical Physical Factors are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these Critical Physical Factors as an inherent requirement of their employment.

- Ability to lift 15kgs floor to shoulder height occasionally.
- Ability to squat and kneel on one or both knees occasionally for periods of 5 minutes.
- Ability to climb steps/stairs occasionally.
- Capacity to stand for sustained periods.
- Ability to occasionally push and manoeuvre loaded trolley containing office equipment and other materials.
- Capacity to maintain fine hand and finger use during periods of sustained computer use.
- Capacity to sit for sustained periods.
- Ability to alternate between sitting and standing constantly.

### RWHS Accountabilities

- Following all Council Safe Work Practices and Procedures.
- Reporting all incidents, accidents and injuries prior to completion of work on the day.
- Participating in Team meetings.
- Complying with all externally issued safety and health instructions issued by WorkCover and government Agencies.
- Attending all compulsory and relevant training.

### RWHS Authorities

- To fix any problems/hazards within your scope of responsibility and financial delegation.
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation.
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation to your Manager, for immediate action.



### Delegations

- As per Delegations Register

### Special Conditions of Employment

- A “**Working with Children Check**” and “**National Criminal Record Check**” is required for this position. Checks must be undertaken by the preferred candidate prior to formal appointment to the position, at Councils expense.
- This position has been identified as “**child-related employment**” under the Commission for Children and Young People Act 1998. Relevant criminal history and apprehended violence order checks, structured referee reports and prior employment checks, including relevant disciplinary proceedings will be conducted on recommended applicants.
- **It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position.** As an applicant for a child-related employment position you will be required to make a disclosure as to whether you are a prohibited person, that is, someone who has been convicted of a serious sex offence.
- Health Monitoring for the purposes of meeting legislative and procedural requirements must be undertaken periodically. These requirements may include, but are not limited to:
  - Pre-Employment (including urine screening for Alcohol & Other Drugs, Spirometry and Serology) and Exit-Employment Medicals;
  - Bi - Annual Audiometric (hearing) Testing;
  - Bi - Annual Skin Checks
  - Bi – Annual Hazardous Chemical Screening
- All positions within Council are subject to random saliva testing for Alcohol & Other Drugs (AOD) as per Councils AOD Policy.
- This position will be allocated a Council fleet vehicle for business use and commuter use only.

### Additional Duties

- Reasonable requests from Manager.