

# Central Darling Shire Council Position Description

## Customer Service Officer (Ivanhoe)

### Our Council

Central Darling Shire is the largest Shire in NSW and yet has the smallest population. It covers an area about the size of the main island of Tasmania and yet has a population of less than 2,000 people. The Shire is extremely diverse with four main communities – Wilcannia, Menindee, Ivanhoe and White Cliffs. Each of these communities are different in their commerce, geography and Indigenous and other cultures.

The administration centre of the Shire is based in Wilcannia, which is situated on the Barrier Highway, approximately 198 kms east of Broken Hill, 470 kms north of Mildura and 260 kms west of Cobar.

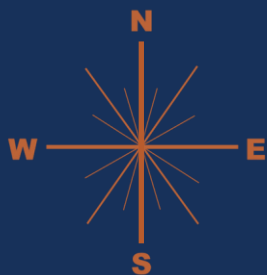
### Our Values

Through a collaborative approach and strong commitment, the values that will support our mission and guide us in achieving our vision are:

- Energising leadership
- Customer service and contribution to community
- Innovation and continuous improvement
- Equal opportunity and caring for individuals
- Political harmony
- Teamwork
- Ethical behaviour

### Our Benefits

- 9 day fortnight (FTE)
- Four (4) weeks annual leave per year (FTE)
- 15 days sick/personal leave per year (FTE)
- Superannuation
- Uniform Allowance
- Employee Assistance Program (EAP)
- Safety work wear and Personal Protective Equipment (PPE) for outdoor staff
- Access to learning and development opportunities



*For more information, visit:*

<https://www.centraldarling.nsw.gov.au>



<b>Position Title</b>	<b>Customer Service Officer</b>		
<b>Department</b>	Customer Service	<b>Position Code</b>	CDSC1112
<b>Location</b>	Ivanhoe		
<b>Pay Grade</b>	Pay Grade 3	<b>Award Band</b>	Band 1 Level 3
<b>Position Status</b>	Permanent	<b>Standard Hours</b>	70 hours per fortnight
<b>Reporting to</b>	Customer Service Manager		
<b>Direct Supervision</b>	Nil	<b>Indirect Supervision</b>	Nil
<b>Position Delegations</b>	Nil	<b>Budget Responsibility</b>	Nil
<b>National Police Clearance:</b>	Yes	<b>Working with Children Check:</b>	No
<b>Approved by:</b>	Customer Service Manager	<b>Date Approved:</b>	March 2025

## The Position

The Customer Service Officer is responsible for effectively and efficiently customer service administrative support for the Ivanhoe Office and Post Office, to ensure that services are delivered without interruption.

## Key Responsibilities

Within the area of responsibility, this role is required to:

### Post Office / Services Australia

- Ensure a high level of customer service and enquiry resolution in accordance with the standards required.
- Ensure all mail is received and sorted in line with Australia Post requirements and standards.
- Complete transactions on behalf of Australia Post in accordance with their requirements/standards.
- Ensure that the Post Office area is presented in a professional, neat and tidy manner at all times.
- Compile and complete daily and quarterly paperwork as required to meet Australia Post requirements.

### Ivanhoe Office

- Answer incoming calls in a professional, courteous and prompt manner.
- Attend to enquiries, whether from telephone, in person or in writing, and follow through to resolution.
- Escalate customer concerns to the appropriate officer, including providing information on Council's complaints process.
- Act as initial point of contact for the Animal Control Officer and providing a triage service in escalating customer enquiries.
- Ensure the customer service is provided at all times in the location of work, and the area is maintained in a neat and presentable manner with all flyers/brochures and notices are displayed and current.

- Collect, open and circulate all incoming correspondence on a daily basis where required.
- Collect revenue as required, ensuring that all monies (cash and cheques) are receipted and kept secure at all times.
- All receipts balance to cash/cheque holdings each day and all monies receipted are to be banked at the latest by the following business day, with documents captured in the electronic records management system (TRIM/CM10).
- Providing administrative support to staff who require printing, distribution of relevant documents and setting up meetings as required.
- Providing administration support to other departments within the organisation as required.

**Note:** An employee may be directed to carry out any other duties, tasks or projects the employer may assign, having regard to the employee's skills, training and experience.

## Key Challenges

- Prioritising tasks and managing workload within a high-volume work environment to meet required timeframes.
- Ensuring that Australia Post requirements are met with regards to service delivery.
- Maintenance of a strong customer focus in times of uncertainty and change.

## Inherent Requirements

- Some out of hours work may be required on an ad hoc basis
- Satisfactory National Police Clearance
- Satisfactory Australia Post relevant probity checks or willingness to obtain.
- Responsible for meeting the organisation wide accountabilities as attached.
- Ability to meet the Job Demands for the position as attached.

## Essential Position Criteria

### Qualifications / Experience / Accreditation / Certification

- Demonstrated experience in providing high quality customer service both face to face and on the telephone.

### Specialised Knowledge and Skills

- Ability to work collaboratively with community, Council staff and stakeholders.
- Demonstrated high level of time management and organisational skills.
- Good literacy and knowledge of computer software programs including Microsoft Suite and other computer software and databases.
- Good interpersonal, negotiation, problem solving and conflict resolution skills to enable effective liaison with people at all levels.
- Written communication skills including the ability to produce timely general administrative tasks.
- Demonstrated capacity to work unsupervised and as part of a customer-oriented team

## Desirable Position Criteria

- Certificate III in Business and Administration
- Hold a valid Class C Driver's Licence (minimum)

## Key working relationships

Who	Why
<b>Internal</b>	
Director/Manager	<ul style="list-style-type: none"> <li>• Receive advice and report on progress towards business objectives and discuss future directions.</li> <li>• Provide expert advice and support and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• Role model expected behaviours and support team members in meeting the organisation's strategic direction and its desired workplace culture.</li> <li>• Provide effective communication and training, guidance, and support in the area of customer service.</li> </ul>
<b>External</b>	
Community	<ul style="list-style-type: none"> <li>• Promote a positive image of Council when undertaking duties within the community.</li> </ul>
Stakeholders, Residents	<ul style="list-style-type: none"> <li>• Provide advice on a range of Council related issues and strategies</li> <li>• Optimise communication and engagement to achieve defined outcomes</li> <li>• Manage expectations and resolve issues</li> <li>• Meet service requirements of Australia Post.</li> </ul>

*I have read and understood the content of this Position Description, Job Demand Analysis and Organisation Wide Accountabilities, and undertake to meet the inherent requirements of the position.*

*I understand that this Position Description is designed to guide the responsibilities and activities to be undertaken in the position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.*

**Employee Name:**

**Signature:**

**Date:**

# Organisation Wide Accountabilities

**Outlined in this document are a series of organisation wide accountabilities that are applicable to all employees, irrespective of position or location.**

## Council's Values

All employees are expected to uphold, promote and behave in a manner consistent with Council's values.

## Code of Conduct / Fraud and Corruption

- To retain trust, confidence and support, it is expected that all employees be impartial and fair in their dealings with the community, customers, suppliers, general public and each other.
- All employees are required to adhere to and behave in a manner that is consistent with the requirements of the Council's Code of Conduct

## Respectful Workplace Behaviours

All employees are expected to

- conduct themselves in a manner that is supportive and encouraging of one another.
- positively contribute to providing a safe, respectful and healthy work environment that is free from all forms of discrimination, harassment, sexual harassment and workplace bullying.

## Work Health Safety

All employees are required to take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by their actions or omissions at work.

In particular, all employees have a duty to:

- Comply with Council's WHS policies and procedures
- Work with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Report any potential hazards, incidents or injuries to their Supervisor or the Risk/WHS Officer within 48 hours
- Participate in any WHS consultation arrangements
- Comply with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Comply with emergency and evacuation procedures and site rules if applicable
- The General Manager, Managers and Supervisors have additional responsibilities as defined in the Central Darling Shire Council's Work Health and Safety Policy

## Customer Service

All employees are expected to provide high level customer service in line with the Central Darling Shire Council's Customer Service Charter.

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## Sustainability

All employees are expected to give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision-making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.

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## Council's Policies and Procedures

All employees are expected to adhere to Council's Policies and Procedures at all times, including any other formal documents or instruments that impact on day-to-day operations of the position.

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## Records Management

All employees are expected to capture corporate documents in the electronic document management system as described in the Records Management Policy.

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*I have read and understood the content of this document and undertake to meet the organisation wide accountabilities.*

**Employee Name:**

**Position:**

**Signature:**

**Date:**

# Job Demands Analysis – Customer Service Officer Post Office

Placement/Job Title:	Customer Service Officer [Post Office]
Division/Unit	Customer Service
Date of Assessment	1 <sup>st</sup> of March 2022
Standard Hours	8:00am to 5:00pm, Monday to Friday
Variable Hours	<input type="checkbox"/> Overtime <input type="checkbox"/> On Call <input type="checkbox"/> Call Outs
Break/Rest Periods	1-hour rostered lunch break

## Work Environment

### Post Office:

- 3 Desk spaces, 2 Australia Post service terminals / counters, 2 SNSW service terminals / counters.
- Shared phones, and headsets and customer serving areas.
- Personal laptop for each team member.
- Ergonomic chairs available for the desks.
- Snakes, spiders, and other vermin may be present in the vicinity of the work area.
- Heritage listed building so limited space and limited opportunity to change the inside of the building.

## Role Description

- To sort all incoming and outgoing mail daily including but not limited to PO Boxes, Parcels, Station mail etc.
- To provide quality customer service to external and internal customers.
- To ensure that all enquiries and complaints are dealt with according to established procedures.
- Provide assistance and direction as required to customers for all services that council provides to the community.
- Contribute to an effective workplace and enhancement of team performance, including quality and service and customer satisfaction.
- Work within expected business practices and current and new systems.
- Undergo any training when and as required to enable the role to be performed at the highest level at all times.
- To assist in the continued running of this essential service for the community.

### Summary of All Physical Requirements of the Job

- Constant standing (when sorting mail, placing mail into PO Boxes, placing parcels into storage area and while at front counter).
- Constant walking.
- Constant bending of the spine/hip.
- Occasional sitting.
- Occasional climbing.
- Frequent bending and stooping.
- Frequent squatting and crouching.
- Occasional kneeling.
- Frequent reaching overhead.
- Constant reaching at waist level or below.
- Constant trunk rotation.
- Crawling rarely required.
- Constant gripping and grabbing.
- Constant fine motor.
- Constant reaching forward.
- Frequent lifting of light items (up to 2kg).
- Frequent lifting of medium – heavy items (5kg – 35kg)
- Eyesight must be appropriate for computer use and writing, however 20:20 vision is not required, and the wearing of glasses is appropriate.
- Good hearing is required due to the amount of face-to-face customer contact.
- Constant repetitive forearm, hand, and finger movement.

### Inherent Physical Requirements of the Job

- Ability to maintain static postures for periods of time.
- Fine motor coordination for typing.
- Ability to stand for long periods of time daily when on shift.
- Ability to push any of the trolleys around as required including moving of mail both inside and outside the building when and as customers require assistance.

### Cognitive Requirements/Skills

- Understanding of phone and computer systems.
- High level communication skills.
- Problem solving.
- Time management skills.
- Awareness of organisational issues.
- Significant ability to multi-task required.
- Good knowledge council services and procedures.



**Other Skills Required**

- Knowledge and ability to use computer and phone systems.
- Attendance at council induction and all other training as required.
- Manual handling skills.

**Psychosocial**

Supervision	Supervision is available on site at all times, including for support or information if required. Each team member should be autonomous and be able to manage their time, work area, serving customers and assist in service quality for the team, however support is available if required
Pacing and workflow	Pacing is variant on the level of activity within the workspace at that time – it no customers, that other tasks can and will be completed including but not limited to restocking of shelves, cleaning of display shelves, emptying of bins, cleaning of mail trolleys etc.
Work organisation	Work organisation is required to be able to manage incoming calls within quality guidelines.
Accuracy/attention to detail	Attention to detail, accuracy and alertness is required, as the right information and details need to be provided and either entered into the system or on paperwork being completed and for the sorting of mail to ensure the correct mail is handed out to the correct customer for example.
Other	High level of clear and open communication skills required.

**Manual Handling**

	Weight	Frequency	Comments
Lifting	5 – 15 kg	Constant	Lifting of equipment / mail items is required to / from different areas on site.
Lifting	15 – 35 kg	Constant	Lifting of equipment / mail items is required to / from different areas on site.
Carrying	5 – 15 kg	Constant	Carrying of equipment / mail items is required to / from different areas on site.
Carrying	15 – 35 kg	Constant	Carrying of equipment / mail items is required to / from different areas on site.
Pushing / Pulling	0 – 15kg	Constant	Pushing / Pulling of mail trolleys is required to / from different areas on site. This action is performed by 2 people to allow for one person to be guiding the trolley while the other is pushing.
Pushing / Pulling	15 – 35kg	Constant	Pushing / Pulling of mail trolleys is required to / from different areas on site. This action is performed by 2 people to allow for one person to be guiding the trolley while the other is pushing.

Balance		
	Exposure To	Comments
Level ground	Yes	When walking in the office.
Uneven ground	Yes	When walking from back area into main Post Office building.
Unprotected heights or high levels	No	N/A
Environmental Conditions		
	Comments	
Inside work	When performing office-based tasks within side the Post Office building.	
Outside work	When performing outside based tasks such as opening gates for mail contractors during their shift at the Post Office building.	
Night Work	Rarely, may be required for special works at the Post Office building.	
Noise	Workers may be exposed to noise of equipment when performing daily duties within the Post Office building. Exposed to general traffic and plant noise due to location of building to Barrier Highway through town and the age of the building.	
Vibration	The worker may be exposed to vibration from traffic on the Barrier Highway due to the age of the Post Office building.	
Mechanical hazards	The worker may be exposed to traffic, plant machinery and equipment / machinery when performing normal duties inside the Post Office due to the age of the building.	
Radiant energy	Not Applicable at the Post Office.	
Poor ventilation	Confined area with limited amounts of fresh air intake to the Post Office building.	
Moving objects	The worker may be exposed to items within the Post Office moving due to vibrations from passing traffic on the Barrier Highway.	
Sharp tools	Not Applicable in the Post Office.	
Cluttered or slippery floors	The worker may be exposed to muddy and or a slippery work environment when storms are taking place within the Post Office building.	
Elevated surfaces	The worker may be exposed to elevated surfaces when performing daily duties within the Post Office building.	
Lighting	The Post Office have electrical lighting with limited natural light.	
Temperature	The Post Office is climate controlled.	
Dangerous substances	No access to dangerous substances required at the Post Office.	
Flooring	Flooring is either wooden floorboards, cement, or tiles within the Post Office building area.	
Vehicle	No vehicle is required.	
Access	Access to the Post Office building is via a standard entrance to the building and through the administration area.	
Safety implications	Safety implications include risk of upper back and arm injuries due to the amount of repetitive nature of the position requirements.	

Sensory/Communication		
	Required	Comments
Vision	Yes	Vision must be appropriate for performing computer based and administrative duties, when serving customers, sorting mail and any other tasks that may be required to be completed when on shift at the Post Office. And the wearing of glasses is appropriate.
Hearing	Yes	General liaison with other workers and members of the public is required and the worker also needs to be aware of surrounding traffic, plant, and equipment when on site.
Speech	Yes	General liaison with other workers and members of the public is required and can be constant.
Reading	Yes	High level reading skills are required for the correct sorting of mail, issuing mail / packages / parcels to correct customer and any paperwork as required.
Writing	Yes	Moderate top high levels of writing and typing skills are required for the completion of paperwork.
Numerical ability	Yes	Moderate level numeracy is required for the completion of paperwork as required.

Post Office Physical Demands Table					
Physical Demands	Never 0%	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comments
Sitting			X		An adjustable ergonomic chair is available for use within the office environment. Sitting in a vehicle is also required
Standing				X	Sitting required when performing mail sorting, serving of customers at the counter and other office-based tasks.
Walking				X	Walking required within the office environment, when sorting the mail, issuing the mail to customers, delivering mail to PO Boxes, restocking merchandise shelving. A variety of terrains traversed on site, including even, uneven, sloped, and inclined surfaces.
Stairs		X			No stairs are required unless walking around offices and Old Residence building when and as required.
Squatting / Crouching			X		May be required to access areas on site, such as safes, dropped mail items, lower mail storage shelving, low shelves for mail storage, accessing

Post Office Physical Demands Table					
Physical Demands	Never 0%	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comments
					stock from storage area, accessing stationary items in draws.
Bending spine/hip				X	Bending is required when standing at the front desk, collecting stock items of shelves to sell / clean, sorting of mail, collection of mail form low shelves and PO Boxes and to access paperwork from a low area when and as required.
Kneeling		X			Rarely required but may be needed when accessing low mail storage areas on site.
Working above shoulder height			X		Required when reaching for top PO Boxes, mail storage areas, reaching for stock off shelving for customers, retrieving items from the storeroom to restock shelving and display areas.
Reaching forwards				X	Constant reaching forward for computer use or to reach across the counter area.

Physical Demands	Never 0%	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comments
Gripping/ grabbing				X	Gripping of pens or paperwork, gripping of hand scanner, price gun scanner, stapler, mouse, vacuum handle, broom handle, mop handle, door handles, mail date stamps.
Pushing			X		Pushing and pulling is required, but not limited to trolleys, mail bags, vacuum cleaner, broom, and mop.
Pulling			X		
Lifting				X	Lifting is required daily anywhere from 1kg upwards including but not limited to folders, paperwork, mail bags, mail tubs, mail packages, hand scanner, till draws and other office equipment used daily when on shift.
Fine hand coordination				X	Fine motor coordination for typing or writing.

Physical Demands	Never 0%	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comments
Repetitive forearm, hand, and finger movement				X	Bilateral fine motor actions are required for computer-based data entry, use of computers when serving customers, sorting of mail, with manual writing, and for completing special tasks such as return to sender mail monthly.
Trunk Rotation				X	Required when lifting / carrying equipment, using equipment and accessing areas on site.
Manual dexterity and handling				X	Carrying of equipment, large parcels, bulky mail bags may be required around the work site.

Post Office Tools and Equipment	
Red Trolleys	<b>15kg when empty.</b> Used to move objects and may be lifted / carried around the site as required.
Blue Trolleys	<b>20kg when empty.</b> Use to move objects and may be lifted / carried around the site as required.
Extra-large Metal and wooden Trolley	<b>45 kg when empty.</b> Use to move objects and may be lifted/carried around the site as required.
Dolly Trolley	<b>10kg when empty.</b> Use to move objects and may be lifted/carried around the site as required.
Mail Bags	<b>5kg when empty.</b> Will be lifted/carried around the site as required.
Mail Tub - Cardboard	<b>500g when empty.</b> Will be lifted/carried around the site as required.
Mail Tub – Small Grey Plastic	<b>2kg when empty.</b> Will be lifted/carried around the site as required.
Mail Tub – Large Grey Tub	<b>2kg when empty.</b> Will be lifted/carried around the site as required.
Mail Tub – White Cardboard	<b>1kg when empty.</b> Will be lifted/carried around the site as required.
Computers – Australia Post and SNSW	<b>NA.</b> Requires constant standing to use if at customer counter and sitting if at workstation / desk.

Post Office Tools and Equipment	
Laptop – CDSC	<b>1.710 kg.</b> Weight is based on current laptops in use by team at the Post Office.
Vacuum Cleaner	<b>3kg when empty.</b> Constant walking when using.
Cleaning Products	<b>NA.</b> Including but not limited to: constant walking, arm / hand rotation, reaching above waist height etc.
Handheld Scanner	<b>0.288kg.</b> Used to scan parcels and letters in and out throughout the shift.
Tablet	<b>0.4636kg.</b> Currently used to QR code our customers in when and as required.
Till Draw	<b>4kg.</b> Till draws are replaced each morning and removed each evening from till and secured away.
Scanner Gun	<b>0.403kg.</b> Used to scan the price of stock items including but not limited to: envelopes, bill payments, stock items for sale etc.

This Job Demand Analysis has been assessed and approved by the relevant on-site Manager and the Director of Business Services in conjunction with Human Resources and the Risk and Work Health Safety Officer for the Central Darling Shire Council.

This Job Demand Analysis will be implemented from the 1<sup>st</sup> of March 2022.