

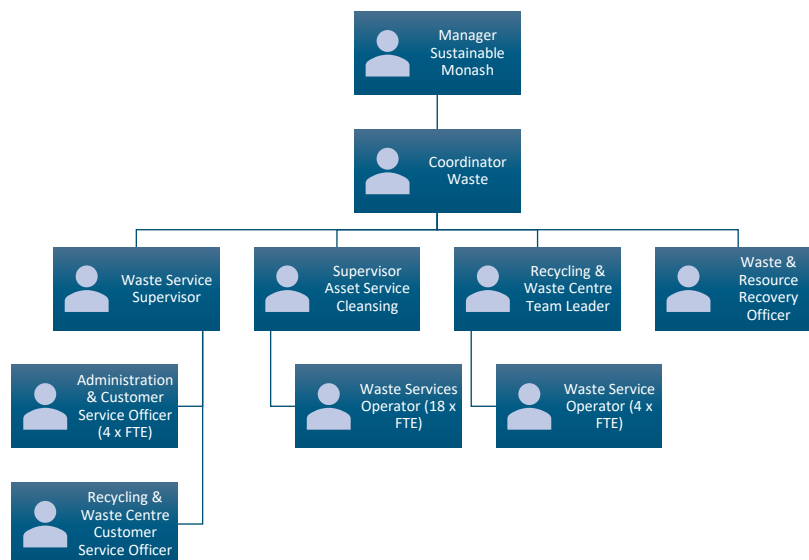
ADMINISTRATION & CUSTOMER SERVICE OFFICER

Position Number: C285003
Banding/Remuneration: Band 4
Division/Branch: City Services/Sustainable Monash
Reports To: Waste Services Supervisor
Date Approved: October 2024

Position Objectives:

The purpose of this position is provide proficient administrative and customer service support to the Monash community, Sustainable Monash and other Council team members. The position is to provide an excellent level of customer service in a professional manner, assisting the Monash community to access and use Council waste services.

Team Structure:



Key Responsibility Areas:

- Provide excellence in customer service to the Monash community and Council team members at the service window and responding to telephone and email enquiries.
- Provide advice and information to the community on resource recovery, disposal, recycling and Council programs and initiatives.
- Process customers at the service window of the Recycling and Waste Centre, by assessing loads of waste to determine the appropriate charge type and amount by measuring and visually assessing the load.
- Liaise with external contractors and internal Waste Service Operators to ensure timely provision of services.
- Liaise with other departments within the Council to assist with service delivery.
- Process customer service correspondence within Council guidelines
- Liaise with external Waste Services contractors and service providers to ensure timely provision of services.
- Create and manage service action requests for contractors and internal operations.
- Provide data entry and administration that supports Sustainable Monash activities.
- Provide administrative support to Sustainable Monash, as required with accounts management requiring approval as per the delegation's manual and directed by the Waste Services Supervisor/Coordinator Waste
- Timely preparation of a variety of reports on a weekly and monthly schedule
- Exercise sound cash and EFTPOS management procedures, and maintain daily banking, cash floats and customers sales data.
- Ability to solve administrative issues capably and with confidence.
- Undertake other duties as required by the Waste Services Supervisor
- Liaise with external Waste Services contractors and service providers to ensure timely provision of services.
- Develop and maintain up-to-date knowledge on resource recovery, disposal, recycling and Council programs and initiatives.
- Follow the procedures for cash handling and receipting without variation.
- Ensure that interactions with customers are done in a safe manner.

Accountability and Extent of Authority:

- The position is directly responsible for ensuring accurate documentation of all practices and procedures and suggesting improvements.
- Able to operate with limited supervision, requiring a significant level of independence in time management and priority setting.
- Role acts under the general direction and is accountable to the Waste Services Supervisor

Judgement and Decision Making:

- Requires judgement to use confidentiality and discretion when dealing with sensitive enquiries from the public.
- Ability to solve problems using policies and procedures with guidance.
- Determine when issues should be escalated to the Waste Services Supervisor
- Guidance and advice is always available within time to make a decision

Specialist Knowledge and Skills:

- Sound knowledge and experience in delivering customer service excellence.
- Sound administrative experience
- Well-developed written communication skills including ability to prepare a variety of customer request reports and letter writing.
- Ability to deal with difficult customers and the public in a courteous and professional manner.
- Cash handling skills and sound numeric skills

Management Skills:

- Well-developed skills in managing time, setting priorities, planning, and organising one's own work.
- Ability to demonstrate initiative and flexibility.

Interpersonal Skills:

- Well-developed interpersonal and verbal communication skills including customer liaison skills and good understanding of English.
- A high level of self-awareness
- A demonstrated ability to contribute positively to a professional and friendly team culture.
- Ability to deal pleasantly, clearly, and tactfully with both internal and external customers, both directly and over the phone

Qualifications and Experience:

- A Certificate level qualification and/ or previous experience in direct customer service
- Previous experience in cashiering and processing of payments
- Effective communication skills to respond to customer enquiries and prepare correspondence
- Previous experience working in an administrative environment with strong customer relations and a teamwork focus
- Administrative experience to enable workload priorities, filing and effective work practices
- Demonstrated experience working in a team, and contributing to team goals
- Systems use and ability to adapt to various business systems

Key Selection Criteria:

- Certificated qualification and /or demonstrated experience as noted above.
- Well-developed interpersonal and communication skills to provide service via verbal and written means.
- Highly developed customer service skills with a proven record in frontline customer service delivering quality customer service.
- A capable team contributor who works with others to achieve goals.
- Excellent knowledge of, and experience in Microsoft Office software packages and customer service management software such as Pathways
- Well-developed time management and prioritisation skills
- Demonstrate understanding and working ability of administrative processes in a service delivery environment.
- Cash handling skills and sound numeric skills

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

*Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.*

We are committed to being a child safe organisation and have zero tolerance to child abuse.