



Job Description – Corporate Support Officer

Corporate Support Officer			
Incumbent:		Team:	Community & Corporate
Reports to:	Organisational Development Coordinator	Level of direction:	Regular
Direct reports:	NIL	Date last reviewed:	25 February 2021
Date appointed:		Award:	South Australian Municipal Salaried Officers Award and Local Government Employees Award (Level 2)
Employment status:	Casual		

Position Objectives
<p>The Corporate Support Officer will provide first-point and excellent customer service at Council Customer Service Centre's along with providing administration support to officers. The Corporate Support Officer must be willing to work as a co-operative and flexible team member to achieve effective and efficient services to all stakeholders.</p>

Key result areas	Key tasks
Customer Service	<ul style="list-style-type: none"> • Provide a range of administration support including (but not limited to) data entry, filing and customer service. • Respond to customer enquiries ensuring communication is both accurate and reflects a positive image of Council. • Accurate receipting of payments received. • Undertake daily banking as required. • Undertake pre and post event inspections of Council Halls. • Undertake other projects, assist with additional support and relief administrative activities, as required.
Records Management	<ul style="list-style-type: none"> • Follow all relevant legislation in relation to records management. • Ensure official records are created and captured systematically and can be found and relied upon.
Work Health & Safety	<ul style="list-style-type: none"> • Ensure safety of self and co-workers by complying with all policies, procedures, guidelines, and instructions issued to protect personal health and safety and the health and safety of others. • Observe workplace procedures for risk identification, assessment and risk control including identification, reporting and investigation of all health and safety risks, accidents, injuries, property damage and mishaps in the workplace. • Participate in all activities associated with workplace health and safety including: <ul style="list-style-type: none"> ○ Fire and emergency training, and knowledge of own role in same ○ Manual handling ○ Induction and orientation • Follow safe systems of work developed and implemented by management of the Council and Ensure that no other person is endangered through any act or omission. • Ensure correct utilisation of appropriate personal protective equipment and ensure plant and equipment are in a safe working condition and are operating within regulatory provisions by detecting, reporting and making safe in the first instance. • In the event of personal injury: <ul style="list-style-type: none"> ○ Comply with the practice and procedures of the Council's Workers Compensation, Injury Management and Rehabilitation policies and procedures. ○ Accept the provision of safe and suitable alternative duties where they form part of an agreed return to work plan.
Risk Management	<ul style="list-style-type: none"> • Ensure Council's Risk Management Policy and procedures are observed and complied with at both a personal and departmental level. • Take all reasonable steps to reduce risks identified in risk audits and any other relevant processes. • Demonstrate a commitment to risk management principles and practices and maintain a safe environment for staff and community. • Ensure the security and safety of Council's assets under the officer's control.
Strategic Plan Core Values	<ul style="list-style-type: none"> • Ensure continuous improvement of services through adherence of Council's core values: <ul style="list-style-type: none"> ○ Integrity ○ Proactive ○ Progressive ○ Collaborative ○ Service Excellence • Actively participate as a member of Council's team in the promotion and delivery of Council's Strategic Plan core values.

Person Specification	
Qualifications	<ul style="list-style-type: none"> • Year 12 education or equivalent. • Working towards a qualification related to Administration qualification (desirable).
Knowledge	<ul style="list-style-type: none"> • Basic knowledge of local government functions, policies and role in the community. • Attention to detail and accuracy, with the ability to apply problem solving skills with a customer focus. • Knowledge of quality customer service principles.
Skills	<ul style="list-style-type: none"> • Ability to interpret and resolve customer enquiries and requests. • Ability to interact with the public in a professional manner on a daily basis. • Ability to consider continuous improvement practices to improve efficiencies. • Data entry • Desktop publishing skills • Excellent written and verbal communication skills.
Experience	<ul style="list-style-type: none"> • Frontline customer service. • Office administration tasks. • Microsoft office. • Cash handling.
Personal Attributes	<ul style="list-style-type: none"> • Positive and friendly attitude. • Able to work under pressure. • Possess flexibility, adaptability, and versatility of approach to handle changing needs and the ability to support other in an environment of change. • Ability to work as a positive team member. •
Equal Employment Opportunity	<ul style="list-style-type: none"> • Demonstrate and promote equal employment opportunity principles in the work place.
Delegation and authority	<ul style="list-style-type: none"> • As per Council's Instrument of Delegation.
Job requirements	<ul style="list-style-type: none"> • The location of this position is at any of Council's Customer Service Centre's [Tailem Bend, Meningie and Tintinara] • Actively participate in activities designed to improve the quality of service delivery in line with Council's mission statement, aims and objectives. • Adhere to Code of Conduct for Employees, Council policies and procedures. • Positively promote Council and services available to the community. • Undertake other duties / projects as required in accordance with the ASU Award classification tasks.
Professional Development	<ul style="list-style-type: none"> • Attend relevant conferences, seminars, and training courses On-the-job training as required.

SIGNATURES

Employee	Date
Director	Date
Chief Executive Officer [if direct report]	Date