

Job and person specification

Customer Service Officer

Great support! Great service! Great community!

Department	Corporate Services
Award	South Australian Municipal Salaried Officers Award
Classification	ASU Level 2
Reports to	Manager Customer Experience
Direct reports	Nil
Date last reviewed	December 2025

Working at Adelaide Plains Council

We provide great support and great service for our great community.

2028 vision

Adelaide Plains is a thriving proactive community with an enviable lifestyle, emerging economy, and remarkable landscapes.

Our core values

 Honesty and Integrity	 Innovative and Open-minded	 Leadership and Diplomacy	 Professionalism	 Respect	 Teamwork
Building trust and loyalty with the community and within Council.	Being proactive in continually improving our services.	By acting strategically and effectively managing our relationships.	Through commitment, quality and timeliness of work delivered.	For others, acting with humility and empathy.	Through unity, cooperation and support.

Our constructive culture

Achievement	Pursue standards of excellence with enthusiasm
Affiliation	Friendly, sensitive and cooperate with others
Humanistic-Encouraging	Supportive of others and constructive in dealings with one another
Self-Actualising	Maintain personal integrity, self-develop and enjoy work

Position Overview

As the first point of contact for residents, businesses and visitors:

- Provide high quality, professional and reliable customer service to all customers (external and internal) both in person and over the phone to ensure a positive community experience.
- Undertake a range of customer service tasks with every attempt to resolve enquiries at first point of contact and/or appropriately directing customers to the right information or team as required.
- Perform the role of cashier for Council and accurately receive and receipt monies, ensure accurate cash drawer balance and daily banking reports in accordance with basic accounting procedures.
- Prepare Council searches, assist customers with online animal registrations, and provide a various range of administrative duties as required.
- Maintain clear and accurate records and ensure effective coordination of customer interactions.
- Understand and support Council's strategic vision and goals.

Key Responsibilities

Under general direction of the Manager Customer Experience, undertake Council's core customer service functions, including but not limited to:

Title	Description
Customer Service	• As part of a multi-skilled customer service team, undertake a wide range of front of house reception services, ensuring a high standard of quality, professional, internal and external customer service. • Operate a multi-line telephone system to receive and transfer internal and external calls, accurately receiving and relaying messages as required. • Positively resolve general enquiries and complaints at first point of contact, minimising cross department referrals where possible. • Assist customers with dog registration enquiries and data entry into the Dogs and Cats Online (DACO) system. • Prepare Council searches, as requested by land brokers, conveyances and solicitors, in accordance with relevant legislation and procedure(s). • Professionally promote and provide assistance to customers and visitors seeking information about the region and surrounding areas, including events, tourist attractions, and other points of interest. • Inform relevant departments of service requests, accurately recording the necessary information and utilising the customer request management system.
Cashier & Banking	• Accurately receive monies and issue receipts for a wide range of payments made to Council, including but not limited to, rates, registrations, searches and expiations, permits, etc. • Ensure accurate and up to date processing of payments and receipts. • Ensure monies are received and posted to relevant codes and file copies of receipts. • Maintain an accurate cash drawer balance and preparation of daily banking and reports.
Administration Services	• General ad-hoc administration duties.

- Maintain stationary supplies across sites and liaise with suppliers, obtaining cost effective quotes and deliveries.
- Ensure shared office equipment stock supplies are maintained, e.g. photocopier, etc., and report any maintenance issues as required.
- Daily distribution of outgoing mail to the post office.
- Assist staff with bulk mail outs (i.e. community consultation) as required.
- Maintain key register, ensuring keys are accounted for.
- Complete system registration of all outgoing mail.
- Undertake routine housekeeping duties, including front counter, to ensure a tidy and welcoming front office.

Performance indicators

- Prompt, professional and courteous handling of customer enquiries and requests.
- High level of customer satisfaction and positive feedback.
- Customer needs identified clearly and assisted or conveyed timely to relevant department or staff.
- Efficient and accurate information is provided to all customers and visitors.
- Accurate data entry, transactions, banking reports, audit trails and record-keeping.
- Council searches are completed within required timeframe and in accordance with legislative requirements.
- Outgoing documentation is presented in accordance with Council branding guidelines.
- Compliance with relevant Council policies, procedures and service standards.
- Front of house office area welcoming and well presented.

Selection Criteria

Qualifications

- Successful completion of Year 12, Certificate III in Business (highly regarded).

Knowledge

- Awareness of the *Local Government Act 1999*, *Work Health Safety Act 2012* and regulations, and relevant codes, standards and guidelines (desirable).
- Sound knowledge of local government's role in providing services to its constituents.
- Sound knowledge of administration, basic accounting and cost coding principles and banking reconciliation procedures.
- Exceptional knowledge of Microsoft products and their application.

Skills

- Highly effective interpersonal skills and ability to build rapport and maintain productive relationships at all levels of management and staff.
- Sound judgement and discretion in handling and maintaining sensitive and confidential information.
- Strong organisational and time management skills, with the ability to balance and prioritise competing priorities effectively.
- Excellent written and verbal communication skills, including data interpretation, report writing and dispute resolution.

- Attention to detail.

Experience

Essential

- Demonstrated experience in similar role handling customer service, cashier and administrative tasks.

Desirable

- Experience in Local Government preferred.

Personal attributes

- Ability to interpret and resolve enquiries from management, staff, customers and convey information
- Demonstrates a high level of interpersonal skills and work ethics, including:
 - high degree of confidentiality, discretion and diplomacy
 - motivation and enthusiasm
 - ability to exercise initiative
 - commitment to professionalism and the provision of high quality customer service
 - strong commitment to, and focus on, customer service and contributing to establishing strong community relationships
 - ability to work independently and as an effective team member in providing high quality responsive customer service.
- Ability to provide instruction and guidance to other staff.
- Ability to keep informed of new developments, procedures, technology and a willingness to embrace change.
- Ability to share expertise and information freely, whilst maintaining confidentiality as appropriate.
- Demonstrated commitment to continual professional and personal development.

Delegation and authority

This role is responsible and accountable to the Manager Customer Experience for undertaking the functions of the position to a consistently professional standard and thereby making a positive and effective contribution to Council.

Provide information and advice within the limits of *the Local Government Act 1999* and other Acts and regulations and as delegated by the Chief Executive Officer.

WHS & RTW (responsibilities as a Worker)

Workers are to ensure they comply with Councils WHS&RTW Management System. The responsibility of the worker is to ensure the following:

Workers Health and Safety

- Take reasonable care of his or her own health and safety
- Take reasonable care that their acts and omissions do not adversely affect the health and safety of other persons in the workplace
- Complying with the WHS Act, Return to Work Act, Regulations, Performance Standards for Self Insurers, Codes of Practice and Australian Standards
- Co-operate with any Council WHS&RTW Policies, Procedures, Safe Work Instruction, Safe Operating Procedure and/or Safe Work Method Statement
- Use plant, equipment and hazardous chemicals in a safe manner and condition

- Do not allow the consumption of drugs or alcohol to affect and endanger themselves or others at work

Return to Work

- Comply with the Councils Return to Work Procedures
- Actively participate in the development and implementation of return to work plans with the agreed primary goal being return to work.
- Abide by agreed medical restrictions

Job requirements

Work location	Alternating between the Mallala Principal Office and Two Wells Service Centre but may be required to operate from the Mallala Depot.
Performance reviews	An annual performance review will be conducted with the expectation of achievement of high standards of performance, and will generally be based on the responsibilities, specifications and requirements outlined in the job and person specification.
Training or networking	Attend conferences, seminars and training courses to maintain strong and effective networks and competencies.
Meetings	Regular attendance at Council departmental meetings and some Council events may be required.
Driver's licence	Current driver's licence at C Class.
Criminal History Check	A current Criminal History Check is required. Department of Human Services (DHS) Working With Children Clearance.
Out of hours work	There will be a requirement for limited out of hours work to fulfil the role requirements (authorisation from your line manager is required prior to any out of hours work being undertaken).
Information Management	Ensure Information Management activities are conducted and completed in accordance with Council policies and procedures and in accordance with the <i>State Records Act 1997</i> , <i>Freedom of Information Act 1991</i> and <i>Local Government Act 1999</i> .

Agreement

This job and person specification accurately reflects and describes the responsibilities, duties and skills required and the expected output and outcomes for the position.

Read and agreed to by:

Employee

Signature:

Date:

Approved by:

Line manager

Signature:

Date:

Job and Person Specifications form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of Council as outlined within the strategic plan. Councils core values are an integral component of the organisational culture and all staff are expected to perform and behave aligned with the core values of Council.