



Position Details

Position title:	Service Support Officer
Award Classification:	Band 3
Department:	Street and Beach Services
Division:	Operations and Infrastructure
Date Approved:	April 2024
Approved By:	Executive Manager Waste and City Maintenance

Organisational Relationships:

Reports To:	Coordinator Street and Beach
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Ensure timely processing of customer requests received by street and beach services for action by external contractors or internal teams.
- Apply knowledge of Council street and beach services to triage, allocate and/or respond to customer requests.
- Maintain oversight of current active cases and support service delivery through closure of CRMs, Work Orders and TMS related administrative tasks.

Key Responsibilities and Duties

- Monitor and support the response to customer requests and work orders as required on behalf of the Street and Beach team and ensure that all requests are updated satisfactorily.



- Be a champion for OHS in the team including promotion of policies, procedures, and tools and assisting with recording any OHS incidents. Support the team with the documentation and flowcharting of processes and procedure manuals and assisting with arranging training.
- Support human resource administration activities within the team including induction, monitoring of performance plan and review completion, and exit processes.
- Effectively collate and store daily run sheets completed by each team to ensure street and beach cleaning operations data is kept accurate and up to date.
- Provide operational administrative support to street and beach ground crew, supervisors, coordinator and workshop crew including taking meeting minutes for fortnightly toolbox meetings.

Accountability and Extent of Authority

- Provide effective support to the street and beach team and customers in accordance with defined accountabilities.
- Maintain confidentiality of Council's customers and data by adhering to privacy legislation and Council policies.

Judgement and Decision Making

- Make decisions regarding the allocation of CRMs to the relevant actioning party with pre-defined customer service standards, frameworks, processes and procedures. Guidance and advice are available.

Specialist Skills and Knowledge

- Competent in customer service with the ability to interpret and allocate CRM to the relevant party to action using the procedures provided or respond to basic queries.
- Proficient computer skills and understanding of business applications and systems including OneCouncil, TMS and Microsoft Suite. Experience using OneCouncil highly regarded.
- Proven ability to learn new procedures and utilise the skills necessary to retain important information.
- Basic understanding of the range of operational services that Local Council provides to customers and how they relate to areas of the business and function would be beneficial
- Basic understanding of the Council vision & goals as well as the context of the Local Government sector, and the impact on customer service would be beneficial

Management Skills

- Ability to manage time and organise one's own work to achieve specific and set objectives in the most efficient way possible within a set timeframe.
- Understand with and abide with the City of Port Phillip Employee Code of Conduct, applicable legislation and Council policies and procedures.



Interpersonal Skills

- Ability to work effectively within a team and to discuss and identify the service response required for a specific request in line with pre-defined processes.
- Sound communication skills, both verbal and written, with the ability to liaise with contractors, staff in other departments and customers.
- Strong teamwork skills, with a calm and positive approach to duties and ability to contribute to team efficiency and effectiveness in service delivery.
- Demonstrate a genuine commitment to quality service with the ability to anticipate and satisfy service requirements and stakeholder expectations.

Qualifications and Experience

- Tertiary qualifications are not essential for this role, but transferrable skills are an advantage.
- **Experience: experience in an administrative, operational support or customer support role**
- competency in the following: Microsoft including Word, Excel, PowerPoint, OneDrive & Outlook
- desirable to have knowledge of One Council, transport management system and Customer Request Management or similar

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our



success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy
- Complete a National Police Check completed **via** City of Port Phillip's Provider.

Key Selection Criteria

- Strong capability or the eagerness to learn City of Port Phillip systems and programs including but not limited to Microsoft Suite, OneCouncil or similar CRM system, transport management system.
- Demonstrated ability to work under pressure, manage own workload, and maintain confidentiality.
- Demonstrated experience in providing administration or operational support with the ability to provide an excellent customer experience, respond to customer service issues and propose improvement processes.
- A proven team player with excellent interpersonal and written communications skills including a strong attention to detail.
- Ability to understand the range of street and beach cleaning services that Council provides to customers and how they relate to areas of the business and function.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.