

# Sorell Council

## Position Description



Position Title	Customer & Business Support Officer (Planning)
Department	Community Relations
Reports to	Team Leader - Customer & Business Support
Classification	Level 4
Employee Status	Full Time
Location	CAC

### Primary Position Purpose

As a member of the Customer & Business Support Team, the **Customer & Business Support Officer (Planning)** is responsible for providing effective and efficient administration for the processing of planning applications and other planning related matters.

The position involves the provision of exceptional front line customer service, with a focus on first point resolution for a diverse range of organisation wide council services. Key tasks include providing administrative support to Planning, tracking applications, managing customer requests, cashiering and administrative support for range of council services.

## Skill Based Descriptors

The position is classified as a Level 4, the following skill descriptors apply to this level.

<b>Authority &amp; Accountability</b>	Work performed is within general guidelines. May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels. Responsible for leading employees in operational duties or the application of trades, administrative or technical skills.
<b>Judgment &amp; Problem Solving</b>	The nature of the work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes. Guidance is available from more senior staff.
<b>Specialist Skills &amp; Knowledge</b>	Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position. Performance of trades and non-trade tasks incidental to the work.
<b>Management Skills</b>	Provide employees with on-the-job training, guidance and basic knowledge of workplace policies and procedures. Employees may lead small groups of employees at the 'work face'.
<b>Interpersonal Skills</b>	Employees at this level require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters.
<b>Qualifications &amp; Experience</b>	Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through: (a) A trade certificate or equivalent; (b) Completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade); and/or (c) Knowledge and skills gained through on-the-job training.

## Key Responsibilities

- Undertake administrative tasks associated with planning functions, including, lodgement of applications, issuing invoices, processing and monitoring of applications including referrals to external agencies and preparation of planning permits.
- Respond to general public enquiries related to applications made in person or telephone communications with regard to planning, where possible.
- Liaise with builders, developers, applicants and Government agencies including TasWater in relation to applications.
- Preparation of advertising for planning applications, ensuring statutory time limits are adhered to, adjoining owners notified, public advertisement and site notices are created and on site.
- Coordinate documents for tribunal appeals.
- Coordinate internal Development Assessment Group meetings to discuss newly submitted applications.
- Completion of 337 Certificate requests.
- Provide front line customer service for the organisation – including but not limited to front counter enquires, telephone enquiries, cashiering, complaint handling, record management, waste management, property & rates, and mail handling.
- Provide back up support to the Customer & Business Support Team including but not limited to administration support for building, plumbing and environmental health functions when required.

Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

<b>Position Dimensions</b>
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Key relationships and influences	
Who	Why
<b>Internal</b>	
Al Employees	Work in partnership with employees from all departments to ensure delivery of effective customer service.
<b>External</b>	
People who live, work, or visit Sorell	This position delivers services that directly benefit our customers via Council's various customer contact channels.
Elected Council Members	This position provides support to Councillors who directly serve the people of Sorell.

Resources and Budgets			
Direct Reports	NIL	Financial Delegation & Reporting	NIL
Indirect Reports	NIL	Statutory Appointments	NIL
Total	NIL	Delegations	NIL

## Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

### Work Place Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety;
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act;
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers;
- Avoid, eliminate or minimize hazards within your control, and immediately report;
- Attend and actively participate in training programs provided in the interests of Health and Safety;
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with Council's Risk Management Framework.
- Complete Council's induction requirements

### Record Management

Sorell Council uses a record management system, TARDIS (Total Administrative Record and Document Information System). All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All employees of Council are required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.

## Key Selection Criteria

### Essential:

- Demonstrated experience in providing technical and administrative support in Land Use Planning or Regulatory Services;
- Well-developed administrative skills and the ability to plan, organise and prioritise a range of administrative tasks to well established guidelines and statutory timeframes;
- Demonstrated experience in the provision of high level customer service and the ability to effectively resolve issues with difficult customers;
- Ability to build effective working relationships and commitment to working within a team environment, sharing workloads and supporting colleagues in a positive manner;
- Proficiency in the use of Customer Relationship Management (CRM) systems, Records Management Systems and Microsoft suit of programs.

Authorisation			
I hereby agree that this position description accurately reflects the work requirements.			
Manager name			
Manager signature		Date	
Employee name			
Employee signature		Date	
GM Name			
GM Signature		Date	