



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION  
DESCRIPTION**





# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Team Leader - Customer Administration	<b>CLASSIFICATION</b>	Level Five (5)
<b>DIRECTORATE</b>	Water & Waste	<b>AWARD STREAM</b>	Queensland Local Government Industry Award – State 2017 Award Stream A
<b>DEPARTMENT</b>	Business Services	<b>REPORTS TO</b>	Manager Business Services
<b>POSITION NO.</b>	84,401.00	<b>LAST REVIEW DATE</b>	October 2024

## A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km<sup>2</sup> comprising 120km of Great Barrier Reef coastline and extending over 400km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. Our residential population of 24,275 is made up of families, young people, resources and agriculture sector workers, retirees and sea/tree changers spread across 17 unique communities including the larger towns of Clermont, Coppabella, Dysart, Glenden, Middlemount, Moranbah, Nebo and St Lawrence. It also includes the smaller communities of Carmila, Clairview, Clarke Creek, Greenhill, Ilbilbie, Kilcummin, Mackenzie River, Mistake Creek and Valkyrie. Our region is exposed to a range of global influences and drivers which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is heavily invested in growing our cultural leadership capability to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

## B. DIRECTORATE SUMMARY:

The Water and Waste Directorate (W&W) is an integrated, multifaceted service provider responsible for managing and maintaining safe, quality water supply, reliable wastewater collection and treatment services, and waste management functions and operations for Isaac Regional Council communities. These services are managed in alignment with regulatory and legislative requirements.

## C. DEPARTMENT SUMMARY:

The Business Services Department ensures an integrated approach to internal organisational services across Isaac Regional Council. The Business Services Department is responsible for the following primary functions:

- Provide exceptional customer service to Isaac residents in all areas of water, wastewater and waste.
- Coordinate the maintenance and retention of certification for the W&W Integrated Management System.
- Coordinate legislative and regulatory compliance activities for the W&W Directorate.
- Collect and analyse legislative and operational data for the W&W Directorate.
- Manage existing and future asset data for the W&W Directorate.

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- Develop and maintain various policies, procedures, guidelines, templates and forms.
- Coordinate meter reading for the distribution of water rates notices.
- Provide administrative, procurement, contract management and financial advice and support to the entire W&W Directorate.

## D. POSITION SUMMARY:

Reporting to the Program Leader – Customer Admin and Business, the Team Leader – Customer Administration position leads the Customer Administration team who provide customer service, administrative and financial support to the W&W Directorate and coordinate actions associated with MiWater, monthly reconciliations and water meter reading.

## E. DUTIES:

### POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Supervise, mentor and coach the Customer Administration team with the primary focus to build internal capability and knowledge including day to day training, and probation and performance management.
2. Coordinate water meter reading across the region for the distribution of water consumption rates notices and lead initiatives that aim to improve these processes.
3. Provide financial support and assistance in monitoring and analysing budgets, preparing reports and spreadsheets, and maintaining data integrity.
4. In consultation with the Brand, Media and Communications Department, develop communication plans, public notices, correspondence, and media releases within the area of W&W.
5. Administer and maintain system integrity and train and assist members of the W&W directorate in all areas related to MiWater, TechOne and Mandalay.
6. Manage customer enquiries and complaints to ensure compliance with the Isaac Regional Council Customer Service Charter and the W&W Customer Service Standards.
7. Provide timely and accurate administrative support including taking meeting minutes and assisting with the development and review of Policy, Procedures, correspondence, reports and other documentation.
8. Ensure compliance with the Integrated Management System (IMS) to Safety, Environmental and Quality Standards and assist the W&W Directorate to continuously improve their processes.
9. Assist the directorate in the development of budgets, fees and charges for the W&W directorate.
10. Manage and complete ad-hoc directorate projects and water education initiatives.
11. Prepare Council reports and statistical information and data analysis reports as required.
12. Foster and build a positive and professional work culture within the Water & Waste Directorate, utilising strong interpersonal skills, promoting honest and ethical behaviour and demonstrating IRC organisational values.
13. Undertake any other duties that are reasonably within the limits of the employee's skills, competence and training.

## F. KEY COMPETENCIES:

### Knowledge and skills

1. Superior administration, customer service, problem solving and conflict resolution skills.
2. Demonstrated leadership skills with the ability to manage and motivate high functioning teams.
3. Demonstrated interpersonal and communication skills, with the ability to liaise with both internal departments and external stakeholders.

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4. Proficient in the use of MS applications including MS Word, Excel and Outlook.
5. Demonstrated financial understanding and analysis skills.
6. Knowledge of statutory compliance and accounting principles.
7. A high level of attention to detail.

## Experience

1. Demonstrated experience in the delivery of high-level customer service, administration and financial support, minimum 5 years preferred.
2. Demonstrated experience in leading and coaching a cohesive and accountable team, including organisational and mentoring skills.
3. Previous Local Government experience will be highly regarded.
4. Demonstrated ability to consistently achieve goals, work autonomously and prioritise work tasks to achieve program objectives, including the ability to manage multiple projects simultaneously.
5. Advanced computer literacy, including advanced proficiency in Microsoft Applications and Finance Systems.

## Qualifications

1. Tertiary qualifications in Administration, Business or Finance, or equivalent level of expertise and experience to undertake the range of activities required.
2. The role requires the possession of a current C Class Open Australian Drivers Licence.

## G. PHYSICAL DEMAND CATEGORY:

- Sedentary Work
- Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.
- Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.
- Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

### Specific Actions Required:

This job may include:

Standing/Walking	Sitting	Driving
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None
<input checked="" type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional
<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs	<input type="checkbox"/> 1 - 4 Hrs
<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs	<input type="checkbox"/> 4 - 6 Hrs
<input type="checkbox"/> 6 - 8 Hrs	<input checked="" type="checkbox"/> 6 - 8 Hrs	<input type="checkbox"/> 6 - 8 Hrs

### Work Environment:

Attribute:	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### This Job Will Require:

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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## **Audio-Visual Demands:**

- Depth Perception       Colour Discrimination       Peripheral Vision       Hearing (Avg)

## **Repetitive Motions:**

- Simple Grasping     Fine Manipulation     Pushing & Pulling     Finger Dexterity     Foot Movement

## **H. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):**

Delegations as detailed in Council's Delegation of Authority register.

### **EXTENT OF AUTHORITY:**

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority, and know and comply with any authority/obligation that comes with their powers.

## **I. HEALTH SAFETY AND WELLBEING, QUALITY AND ENVIRONMENTAL OBLIGATIONS:**

### **Workers and Others authorities and responsibilities include the following:**

1. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, wellbeing, quality and environment are adhered to.
2. Take reasonable care for their own health and safety.
3. Ensure actions or omissions do not adversely affect the health, safety and wellbeing of others or the environment.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Comply with the requirements of Councils health and wellbeing policy, including participation in medicals, obtaining vaccinations and maintaining a general level of fitness to work.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

### **Equipment Operated**

1. Computer, motor vehicle

## **J. RESPONSIBILITIES:**

### **Corporate Responsibilities**

#### **Code of Conduct**

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;

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- a. is in line with the expectations of Council as specified in the Code of Conduct, and
- b. decisions are made based on the principles of sound ethics and sound judgement.

2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
  - a. Integrity and Impartiality
  - b. Promoting the Public Good
  - c. Commitment to the system of government
  - d. Accountability and transparency

## Conflict of Interest

1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

## Other

- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.
- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

## K. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

## L. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
NAME		
SIGNATURE		
DATE		



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## Isaac Regional Council

We're delivering in a changing world

### OUR VISION

Helping to energise the world.  
A region that feeds, powers and builds communities, now and for the future.

### OUR GOAL


To pursue long-term sustainable futures for Isaac's communities.

### OUR VALUES

**COMMUNITY FOCUS**   
We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

**TEAMWORK**   
We expect respectful relationships in our work together, to achieve.  
We cultivate commitment through shared purpose, to create value.

**CARING**   
We are committed to working safely and caring for the safety and wellbeing of our people and communities.  
We believe that people matter.

**POSITIVE WORK ETHIC**   
We do our best every day to have pride and enjoyment in our work.  
We display accountability, transparency, procedural consistency and integrity.  
We seek the highest possible practical outcomes in everything we do.  
We practice the knowledge that how we do things is just as important as what we do.

**At Isaac, the how matters.**