



ENERGISE YOUR CAREER

BE PART OF OUR WORLD



**POSITION
DESCRIPTION**



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POSITION TITLE	Frontline Service Officer	CLASSIFICATION	Level Two (2) – Level Three (3)
DIRECTORATE	Planning, Environment and Community Services	AWARD STREAM	Queensland Local Government Industry Award – State 2021 Award Stream A and Isaac Regional Council Certified Agreement
DEPARTMENT	Engaged Communities	LAST REVIEW DATE	July 2024
POSITION NO.	66,713.00 66,718.00 66,714.00 66,754.00 66,716.00 66,755.00	REPORTS TO	Community Hubs Area Leader - Moranbah
POSITION NO.	66,742.00 66,751.00 66,743.00 66,752.00 66,744.00 66,753.00 66,745.00 66,754.00 66,748.00 66,756.00	REPORTS TO	Community Hubs Area Leader –South & West
POSITION NO.	66,722.00 66,730.00 66,723.00 66,731.00 66,726.00 66,732.00 66,727.00 66,733.00	REPORTS TO	Community Hubs Area Leader –East

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km² 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.

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B. DIRECTORATE SUMMARY:

The Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering Council's primary community and customer facing services. It also plans and delivers sustainable futures for Isaac's many communities as well as ensuring safe and liveable communities through its several regulatory functions. It integrates with other Directorates across Council to realise the Isaac Vision through a range of corporate, operational and business plans. In pursuing the Isaac Vision, the PECS Directorate is directed by its Noble Purpose of... Building communities through engagement, trust, innovation, and value.

C. DEPARTMENT AND POSITION SUMMARY:

Engaged Communities is one of five (5) departments within the PECS Directorate and is responsible for leading Council's functions across our primary interfaces with communities, through our network of Community Hubs and our community development and engagement programs.

The purpose of Engaged Communities Department is to deliver excellence in how communities relate to, engage and do business with Council, through a network of purpose-built and integrated Community Hubs that deliver first-point-of-contact customer services, transactions and library services, as well as contemporary relationship building and engagement practice, events and community development programs which are highly attuned to the needs and aspirations of Isaac communities.

Reporting to the Community Hubs Area Leader, the Frontline Service Officers are responsible for providing efficient and courteous services to the community through the delivery of customer and library focused functions through Council's Community Hubs across the Isaac region.

D. POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

LEVEL TWO (2) DUTIES:

Frontline Service Officers will commence their role at a level two (2) and be required complete training and perform the following:

1. Deliver high level frontline customer service and library functions to the community including, but not limited to:
 - a. Effective and courteous face-to-face customer service;
 - b. Responsive management of inbound contact centre phone enquiries;
 - c. Interpret and action customer/community requests and channel to relevant departments;
 - d. Accurate processing and receipting of Council and third-party payments and documentation;
 - e. Accurate end of day balancing of registers and floats;
 - f. Facilitate internal and external facility bookings for Council;
 - g. Undertake library resource loans, reference queries, and library management system circulation processes.
2. Actively work towards having a comprehensive understanding of the dual Frontline Service functions (customer service and library) as per the Frontline Service Officer Development Plan;
3. General housekeeping, as required, to ensure both public and back office/resource areas are presentable;
4. Actively participate in the development and delivery of programs provided to the community by Isaac Regional Council Libraries Services;

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5. Actively engage community members on a face-to-face basis to establish a human connection with Council;
6. Promote Council's resources, engagements, programs, events and services to advance the organisational objectives of IRC;
7. Maintain accurate records as they relate to the Community Hubs business function and wider administration of Council including collection and assist relevant staff with processing of data and statistics;
8. Commitment to continuous organisational learning including meaningful participation in structured and on-the-job training created to develop the Frontline Service Officer roles;
9. Travel to and work from other office locations within the region as reasonably required to support IRC service delivery;
10. Contribute to the facilitation of positive community outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
11. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose, Customer Service Charter and Values;
12. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities; and
13. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

LEVEL THREE (3) DUTIES:

After completing compressive training in both customer service and library services, you will be considered for appointment to level (3). To be considered for appointment at level three (3), you will need to be:

14. Competent and confident in undertaking the level two (2) duties listed above;
15. Developing and delivering children's and library programs targeted youth, adult and senior audiences; and
16. Competent with the library circulation procedures and processes.

E. KEY COMPETENCIES:

Knowledge and skills

Essential

1. Strong customer and community focused ethos as reflected in Council's Customer Service Charter.
2. Demonstrated commitment to Isaac Regional Council's Vision and Values and PECS Noble Purpose.
3. Excellent interpersonal skills with a capacity to work collaboratively, solve problems and resolve conflict.
4. High level written and verbal communication skills.
5. Self-motivated with the ability to work individually and as an effective team member with a continuous improvement approach.
6. Strong face-to-face engagement capacity.

Experience

1. Demonstrated experience in the delivery of high-level customer service and/or library services.
2. High level experience and knowledge of Microsoft Office suite.
3. High level experience and knowledge of organisational, customer service and library enterprise management systems.

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Qualifications

Mandatory

1. A current C Class Open Australian Drivers Licence.
2. Blue Card from the Commission for Children, Young People and Child Guardian, or ability to obtain prior to commencement in the position.

Desirable

1. Vocational qualifications in customer service, library and information services or other qualifications and experience relevant a community/customer-facing role.

F. 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.

Audio-Visual Demands:

- Depth Perception Colour Discrimination Peripheral Vision Hearing (Avg)

Specific Actions Required:

This job may include:

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

Repetitive Motions:

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

This Job Will Require:

- | Manoeuvre | Frequent | Occasional | None |
|-----------|-------------------------------------|-------------------------------------|--------------------------|
| Bending | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Squatting | <input checked="" type="checkbox"/> | <input 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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G. 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.

H. WORK HEALTH SAFETY, 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

I. 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;
 - a. is in line with the expectations of Council as specified in the Code of Conduct, and

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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.

J. 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.

K. 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		



POSITION DESCRIPTION

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.