



# ENERGISE YOUR CAREER

BE PART OF OUR WORLD



POSITION  
DESCRIPTION



# POSITION DESCRIPTION



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 2017 Award Stream A and Isaac Regional Council Certified Agreement
DEPARTMENT	Engaged Communities	REPORTS TO	Community Hubs Area Leader
POSITION NO.		LAST REVIEW DATE	March 2023

## A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km<sup>2</sup> comprising 120 km of Great Barrier Reef coastline and extending over 400 km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. It has 7 service centres operated by Council to service 18 distinct communities. As such the Council is exposed to a range of global consumer and market influences which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is undergoing a cultural leadership program aimed at better focussing and enabling the organisation 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 Planning Environment & Community Services (PECS) Directorate is accountable for planning and delivering the majority of Council's customer-facing and frontline 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.

## C. DEPARTMENT AND POSITION SUMMARY:

Engaged Communities is one of five (5) departments making up the PECS Directorate. Its purpose is to *be the portal* through which the vast majority of the community's engagements, service requests, information needs and other transactions with Council are conducted. There are two main streams to the department: Community Engagement Programs and Events, and Community Hubs. The latter is based around Council's future network of Council seven (7) community-facing facilities for program and service delivery, including libraries and customer services. They are the engine-room for the PECS Noble Purpose of *Building Communities through engagement, trust, innovation and value*.

Frontline Service Officers are responsible for providing efficient and courteous services to the community through the effective delivery of customer and library focused functions in Council's Community Hubs.

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**Note:** See *Attachment A* for an explanation of transitional arrangements as they relate to existing customer service and library assistant positions

## D. DUTIES:

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

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, log inter-library loan and purchase requests;
  - h. Participate in management of library collections including issuing, returning, culling and rotating stock.
2. Actively engage community members on a face-to-face basis to establish a human connection with Council, including leading or supporting interactive library programming targeted at child, youth and adult and senior audiences such as reading, workshops and technology-enriched learning;
3. 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;
4. General housekeeping, as required, to ensure both public and back office/resource areas are presentable;
5. Promote Council's resources, engagements, programs, events and services to advance the organisational objectives of IRC;
6. 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;
7. Commitment to continuous organisational learning including meaningful participation in structured and on-the-job training created to develop the Frontline Service Officer roles;
8. Travel to and work from other office locations within the region as reasonably required to support IRC service delivery;
9. 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;
10. 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;
11. 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
12. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

## E. KEY COMPETENCIES:

### Knowledge and skills

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## 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.

## 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"/>



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## **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"/>

## **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.

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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
  - 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.

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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		

## ATTACHMENT A - TRANSITIONAL ARRANGEMENTS

The Frontline Service Officer role, created by drawing together existing Customer Service and Library staff, is the primary interface between Council and its 17 Communities and forms the backbone of the seven new Community Hubs.

During at least the first twelve (12) months (and periodically afterwards) all incumbents of these roles will be required to undergo an intensive structured and on-the-job training program to develop a common set of competencies to enable them to operate as an integrated Community Hub team in Glenden, Nebo, St Lawrence, Middlemount, Dysart, Clermont and Moranbah. In addition to common learning and development, there will be two (2) natural streams of training to enable all Frontline Service Officers to master the complementary skill sets to their immediately prior background skill set. The training framework required to support the attainment of common competencies will be documented in the Frontline Service Officer Development Plan.

The Frontline Service Officers and Community Hubs teams will be led and supported by three (3) Community Hub Area Leaders across the region. These leadership roles will be drawn from among existing Customer Service and Library staff on a series of closed merit selection processes. There are a range of documented steps for establishing the Community Hubs described in Paper No.3 on the New PECS Organisational Structure (May 2019).<sup>1</sup>

One of the acknowledged challenges of these roles will be the continuity of both traditional customer and library services while staff transition into the fully developed and integrated Frontline Service Officer roles. Also, while there is an intention to bring a whole of Isaac branding and presence to the Community Hubs,

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this also needs to be done in a way that is respectful of the local community cultures in each centre without diminishing the need for transparency and accountability.

*During this change, there will be three (3) distinct phases of what Frontline Service Officers will do on a day-to-day basis:*

1. While closed merit selections and initial engagements are occurring, staff will continue with their “old” roles of either Customer Service Officer or Library Assistant;
2. Once the training program commences, there will be progressive opportunities for all staff to practice some of the “new” skills in the area opposite to where they came from i.e. Customer Service Officers practice Library duties and vice versa; and
3. Once all Frontline Service Officers have been trained and have demonstrated competence, they will all be part of a single roster for each Community Hub – this means that everyone will be undertaking all functions reasonably within their competence.

Ultimately, the Community Hubs will be active and vibrant venues where the Isaac communities can undertake their transactional business with Council, but also engage in community programs and events, be informed about and participate in a range of community building and development activities and celebrate essential communities-of-interest. The Community Hubs will also be a focal point for bringing together other functions across PECS (e.g. community engagement, economic development, community facilities, community education and compliance functions) and indeed across Council as a whole.

The PECS Directorate is undergoing major change with the intention to drive higher levels of accountability, community capacity building, community development, service, trust and value in pursuing the Isaac Vision. The establishment of Frontline Service Officers and the Community Hubs model is a central element of these changes. At their core, these changes are aimed at creating organisational culture which creates a sustainable foundation for achieving these objectives and innovative ways of engaging and enabling the 17 Isaac communities.



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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.

#### CARING

We are committed to working safely  
and caring for the safety and wellbeing  
of our people and communities.

We believe that people matter.

#### TEAMWORK

We expect respectful relationships in  
our work together, to achieve.

We cultivate commitment through  
shared purpose, to create value.

#### 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.**