

## POSITION DESCRIPTION

Duty Officer (POS2243), (POS2244)

|                        |                       |                     |                                    |                     |     |
|------------------------|-----------------------|---------------------|------------------------------------|---------------------|-----|
| <b>Directorate:</b>    | City Economy & Growth | <b>Department:</b>  | Development Assessment             |                     |     |
| <b>Position Grade:</b> | 9                     | <b>Reports to:</b>  | Team Leader Development Assessment |                     |     |
| <b>Last review:</b>    | February 2020         | <b>Next review:</b> | February 2022                      | <b>Version No.:</b> | 1.0 |

### Position purpose:

To provide quality planning customer service that is efficient and effective, which is delivered in a friendly and professional manner and to provide administration support to the planning advisory team.

### Key accountabilities/responsibilities:

Responsible for:

- 1) Providing high quality specialist advice to internal and external stakeholders in relation to planning matters and development applications by providing front end advice and support to the planning advisory team, with a clear understanding of how to manage and direct the high volume of planning enquiries received.
- 2) Providing high quality information and service to meet the needs of Council and clients (internal and external) to project and promote the image of Council as both efficient and courteous via attending to and resolving planning customer enquiries and complaints, both face to face and by telephone, pertaining to all areas of Council ensuring information and advice is given in a clear, concise and courteous manner and ensuring relevant documentation and data is completed correctly and accurately within the relevant Council systems
- 3) Ensuring that all counter and contact centre applications received are submitted correctly with complete information and fees are calculated accordingly for Development Applications, Lodging and maintaining registration of Development Applications,
- 4) Liaising with and referring technical enquiries to appropriate specialist officers, ensuring liability is not at risk and ensuring a good working relationship is maintained with Council's customers at all times
- 5) Recording accurate statistical data and assisting in the analysis of customer requests and complaints data, making suggestions for improvement to services, procedures and outcomes
- 6) Carrying out relevant projects and clerical duties when not attending to enquiries as well as undertake additional relevant duties as requested by the Manager, Customer Experience
- 7) Assisting in creating an environment that encourages team development through open communication, through sharing information and resources with colleagues and maintaining product knowledge by completing on-the-job training including job exchange and also by attending regular training and briefing sessions
- 8) Other duties as directed by the Team Leader Development Assessment.
- 9) Sound time management and organisational skills with demonstrated experience in managing competing priorities, levels and volumes of work.
- 10) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.

**Decisions made in the position:**

- 1) Determination of information supplied for applications
- 2) Referral of enquiry/request to appropriate officer
- 3) Calculation of relevant fees for applications being submitted to Council
- 4) Determination of sub technical information provided to customers in conjunction with legislation and Council policies

**Decisions referred:**

- 1) Expenditure over delegated limit
- 2) Technical information
- 3) Appointment/dismissal of staff

**Key issues/challenges:**

- 1) Budgetary constraints
- 2) Organisational culture in resistance to change
- 3) Keeping abreast of ongoing legislative changes
- 4) Conscious of traffic volumes, demands and workload

**Key working relationships:**

- |   |                                      |
|---|--------------------------------------|
| • Internal and external customers             | • Supervisors                        |
| • Employees across all departments of Council | • Managers                           |
|   | • Team Leader Development Assessment |
| • External stakeholders                       | • Directors                          |
| • Customer Service team Leader                |                                      |

## POSITION SPECIFICATION

**Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.**

### ESSENTIAL CRITERIA

#### Qualifications/Licences

- Appropriate secondary education
- TAFE Certificate and/or training in customer services/administration

#### Experience

- Experience in customer service both over the phone and face to face
- Demonstrated experience in using computerised databases and PC applications
- Experience in interpreting and processing forms and requests
- Experience in town planning administration

#### Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Basic understanding of Councils role in town planning in the Local Government environment
- Decision making and problem solving skills
- Interpersonal, verbal and written communication skills with a friendly disposition
- Effective negotiation skills with the ability to diplomatically resolve a situation with a positive outcome
- Ability to work independently as well as have effective team work skills to work inter-dependently within a team
- Accurate data entry, keyboard and word processing skills
- Ability to recognise and respond to the needs of customer from different cultural backgrounds
- Ability to be reliable, motivated, show initiative and be outcome focused

### DESIRABLE CRITERIA

#### Qualifications/Licences/Experience/Knowledge and Skills

- Knowledge of Infor Pathway system
- General knowledge of development assessment and planning
- Experience in Local Government
- Desire to undertake further studies/courses in Town Planning or related field

## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**