

APPENDIX 1

Stratford District Council

Job Description

Position:	Service Centre Officer	Department:	Corporate Services
Date:	September 2010	Location:	Stratford

Functional Relationships		
<i>External:</i>	<i>Internal:</i>	<i>Committees/Groups/ Professional Affiliations:</i>
Members of the Public	All Staff Elected Members Records Officer Service Centre Officer	

Corporate Services
<p>This department provides a range of professional support services to the Council and to agencies closely associated with Council. These services include financial planning, reporting, analysis and advice, the provision of accounting services, secretarial and administrative support and the development and maintenance of management information systems</p>

Main Purpose of the Job
<p>To provide assistance to the Service Centre and to be responsible for general office administration functions.</p>

Organisational Context



Authority Limits

The Service Centre Officer does not have delegated authority to commit expenditure.

KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
<i>Service Centre Officer</i>	
Service Centre Functions	To provide a friendly, welcoming front line reception area for visitors. To provide assistance to the Service Centre on all service centre functions.
Receipting	Accurate daily receipting from customers and reconciling of own daily receipting with the cash register. Accurate final daily cash-up.
Records	Provide/maintain accurate records.
Foyer, Information Racks and Display Board	Maintain, replenish and keep up to date information on the racks and displays changed regularly.
Back-up Tasks	Provide efficient backup for those tasks listed in the Job Schedule.
Any other duties that may be required from time to time.	All other duties are completed as required.

JOB SCHEDULE

1. To provide assistance to the Service Centre on all service centre functions:
 - Provide a friendly, welcoming front line reception area for visitors.
 - Handle all telephone enquiries in an informative, helpful and friendly manner.
 - Receive all queries courteously and ensure that all agreed procedures are followed in a prompt, efficient manner.
 - Maintain an accurate information flow within Council departments.
 - Ensure Council staff are aware of recurring requests or problems.
 - Be conversant with the District's facilities and tourism features.
 - Administer and monitor Council's telephone system including an after-hours service.
 - Be conversant with Council services, functions and activities to enable enquiries to be attended to quickly and efficiently.
 - Accept, record and report compliments received.
 - Liaise with the Dog Control Officer on a regular basis regarding data input into the dog registration system.
 - Liaise with the Corporate Services Manager to ensure that appropriate staff are available at Service Centre to assist when staff absences occur.
 - Take bookings for Council facilities.
2. Daily receipting of payments from customers by cheque, cash and eftpos and to reconcile own daily receipting with the cash register.

Responsible for the daily final cash-up, balancing and preparation of bank deposits of Council revenue.
3. Records:
 - Maintain accurate records for relevant Council operations/activities.
 - Maintain a telephone schedule and directory of Council personnel.
 - Compiling and updating Council's fees and charges manual in conjunction with Departmental Managers annually.
4. Responsible for locking and unlocking the front door at the set time and to ensure that pamphlet information/form racks are filled and up to date.

Ensure current and pertinent information on display and changed regularly.

Back up Tasks

Petty Cash

Provide back-up for the control of petty cash.

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Person Specification

Key: E = Essential; D = Desirable

Personal Focus	
E	Demonstrated ability to embrace the goals and objectives of the entity and in being dedicated and self-motivated towards achieving them.
E	Demonstrated record of excellence in achievement.
E	Demonstrated capability to develop and implement innovative solutions.
E	Demonstrable ability to maintain focus and objectiveness and to continue to perform effectively in stressful situations.
E	Demonstrated record of participation and achievement in a team environment.
E	Demonstrated willingness to speak your own mind in discussion but also to follow and champion direction once given.
E	Demonstrated willingness to embrace the responsibilities and accountabilities that are inherent in the role.
Customer Focus	
E	At all times applies excellent customer service principles in dealing with internal and external customers and staff.
Job Knowledge	
D	Has a relevant qualification.
D	Has recent relevant experience in administration and secretarial services.
E	Has relevant computer skills. Is competent with current Microsoft Office suite programmes. Is competent with a wide range of electronic reference tools.
D	Has experience presenting evidence or information to committees and public groups.

Organising for Quality Results	
E	Demonstrates strong time management skills.
E	Undertakes sound research using sound methodologies.
E	Develops and implements innovative and cost-effective solutions.
D	Identifies and embraces opportunities for beneficial change.
D	Demonstrates a passion for seeking quality improvements within work processes.
Teamwork	
D	Leads teams by engendering support, provides motivation and has the knowledge to obtain the best from team members.
D	Motivates and lead a multi-disciplinary team.
E	Demonstrates an ability to work well in a team.
D	Champions beneficial change and constantly reinforces the merits to team members.
Communication	
E	Communicates clearly and concisely when seeking or providing information <i>eg. with senior management or public groups.</i>
D	Has experience presenting evidence or information to committees and public groups.
E	Produces clearly written, well-formatted reports, which have clear recommendations for action.
E	Maintains confidentiality.
D	Has media experience.
E	Operates within the organisation in a non-discriminatory manner by respecting the rights of others.
E	Has an understanding of and is capable of empathising with the needs of others.
E	Demonstrates excellent listening and verbal communication skills
D	Manages diversity, and encourages and assists others in this.
D	Understands the Treaty of Waitangi and its implications for local authorities.

Coaching and Development

D Willingly embraces opportunities to undertake ongoing management development.

Health

E Has no previous or current medical conditions, which would affect the ability to effectively and efficiently perform the duties described in this job description.

Circumstances

E Is willing to work overtime and weekends should this be required.

Testing and Verification

E Can verify authenticity of qualifications.

E Holds a current full driver's licence.