



POSITION DESCRIPTION

Job Title	Trainee Finance and Customer Service 2 year fixed term
Department	Finance
Location	Urana
Classification/Grade/Band	Traineeship wages
Position Code	022
Reports to	Manager Finance
No. Direct Reports	0
Estimated No. Indirect Reports	0
Unit(s) Budget (Operating and Capital expenditure)	N/A
Date of Approval	16 December 2019

PRIMARY PURPOSE OF THE POSITION

Reporting to the Manager Finance, the Trainee Finance and Customer Service is responsible for providing assistance and support to the Finance and Urana Customer Service Team and learning how to deliver excellent internal and external customer service through on the job learning and study. It is a dynamic and fundamental role within the organisation that will focus on promoting a professional and positive image of Council and meeting the needs of internal and external customers at all times.

The Trainee Finance and Customer Service is responsible for delivering services as per the Areas of Responsibility, Functions and Measures below:

Area of Responsibility	Function	Measures
Finance	<ul style="list-style-type: none">Assist with regular accounts payable and accounts receivable processes.Assist with receipting function.Assist with Bendigo Bank services and front counter enquiries.	<p>Accounts payable and accounts receivable actions accurately completed within agreed time lines.</p> <p>Cash receipting accurately completed on a daily basis.</p> <p>Bendigo Bank services performed in line with requirements of service agreement.</p> <p>Feedback from internal customers.</p>

Area of Responsibility	Function	Measures
Customer Service	<ul style="list-style-type: none"> Provide exceptional face to face, online and phone customer service 	<p>Feedback from external customers.</p> <p>Respond to customers within Council's Customer Service Charter guidelines.</p>

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

OPERATIONAL AND TECHNICAL RESPONSIBILITIES

Finance

- Assist with accounts payable, stores, debtors, rates, payroll and other finance duties.
- Assist with requests and complaints as required.
- Assist in the receipting function of Council.
- Assist with Bendigo Bank services and front counter enquiries.
- Provide backup support when Finance Officers are on leave.

Customer Service

- Champion Council's Customer Service Charter within the organisation to raise awareness of Council's commitment to our customers.
- Enhance the positive image of Council by providing exceptional face to face, online and phone customer service.
- Provide a friendly, respectful and responsive service to customers at all times.
- Ensure accurate and current information is provided to customers on current issues, practices and procedures relevant to Council services.
- Attend to internal and external customer service requests promptly and efficiently and provide accurate and courteous service.
- Accurately receive and receipt monies, carry out daily balances and assist with preparing and processing bank deposits and cash by post transactions.
- Collect and lodge mail at Post Office each day.
- Ensure customer confidentiality is maintained at all times.
- Record inward and outward mail electronically with Council's Records Management System, as required.
- Assist with administrative duties as required including answering incoming calls.
- Assist with inward and outward correspondence as required.
- Assist with all aspects of Cemetery records.
- Assist with any data entry.
- Maintain bookings for council facilities as required.
- Ensure public facing areas are appropriately maintained.

Teamwork

- Participate in regular team and network meetings.
- Undertake relief duties of other team members as required (including at other sites).
- Maintain effective levels of communication to ensure free passage of information, instruction and performance feedback to all relevant parties.

GOVERNANCE

- Comply with Local Government Act 1993 and other relevant legislation.
- Participate and attend meetings as required.
- Work toward continuous improvement for self, workplace and environment to achieve high standard and best practice outcomes.
- Perform other tasks and duties as directed by the Supervisor which are within the limits of the employee's skill, competence and training.
- Ensure self and Team observe appropriate Federation Council Policies and Procedures regarding day to day operations including Equal Opportunity, Dress Code, Code of Conduct and ICAC legislation.
- Promote and deliver Council's Vision, Purpose and Values in your daily work environment.
- Undertake, attend and successfully complete all training requirements that have been identified by the organisation.
- Maintain appropriate qualifications and accreditations associated with the position, including any required training identified by Council.

WORK, HEALTH AND SAFETY

- Present for work in a fit state (not under the influence of drugs or alcohol).
- Not undertake any task / activity for which you have not been trained, inducted or deemed competent to do.
- Report all hazards, near misses, injuries, incidents to their immediate supervisor immediately.
- Not through act or omission create an unsafe workplace or environment.
- Ensure adherence to developed SWMS/RA, SOP's and Procedures.
- Assist in the development of specific SWMS/RA where identified and required.
- Follow all necessary instruction, training, information and supervision to enable works to be undertaken safely.
- Advise immediate/relevant supervisor of any hazard or risk outside area of control or delegation.
- Assist in the investigation of all injuries and incidents.
- Ensure the safe and correct use/application of plant, equipment and PPEC.
- Commitment to Council's Injury Management Procedure.
- Maintain good site housekeeping at work location.
- Contribute to continual improvement of workplace risk control processes.
- Ensure self and team observe requirements of the WHS Legislation, relevant to the job and adhere to Federation Council Policies and Procedures regarding WHS.





KEY RELATIONSHIPS

Who	Why
Internal	
Manager Finance	The Trainee is responsive to the Manager Finance requests, has an effective working relationship with the Manager Finance providing timely and reliable advice with complete and accurate reporting.
Finance team members	The Trainee enjoys positive, collaborative and professional relationships with fellow members of the Finance Team.
Internal Stakeholders	The Trainee enjoys positive, collaborative and professional relationships with the General Manager, Directors, Managers and other staff.
External	
Government Agencies	The Trainee has cordial and effective dealings with those government agencies necessary for the work of Council.
External Stakeholders	The Trainee enjoys positive and professional relationships with Council's external stakeholders, particularly with Council's customers, debtors and creditors.

CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviors, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <http://capability.lgnsw.org.au/>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Foundational
	Act with Integrity	Foundational
	Demonstrate Accountability	Foundational
 Relationships	Communicate and Engage	Foundational
	Community and Customer Focus	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Intermediate
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly • Analyses numerical data and other information and draws conclusions based on evidence • Works with others to assess options and identify appropriate solutions
Resources Finance	Intermediate	<ul style="list-style-type: none"> • Presents basic financial information clearly and in an appropriate format • Uses funds and records financial transactions in line with financial audit and reporting obligations • Makes expenditure decisions within budget limits • Uses financial and other resources responsibly and helps others understand their obligations to do so

PHYSICAL AND MENTAL REQUIREMENTS/ABILITIES

This position requires the incumbent to:

- Climb steps, stairs or ladders;
- Squat, kneel and crawl;
- Walk on uneven ground;
- Be able to lift and carry in a limited and infrequent capacity;
- Drive vehicles;
- Sit in an office chair for extended periods;
- Typing/data entry – repetitive.

Please Note: This position requires the incumbent to maintain a minimum level of fitness to be capable of carrying out the physical task requirements of this job description. At all times you must be "Fit for Work" in accordance with Council's Policy.

ESSENTIAL REQUIREMENTS

(SELECTION CRITERIA FOR POSITION)

PLEASE NOTE: APPLICANTS MUST ADDRESS THESE POINTS AS PART OF THE APPLICATION. IF THEY ARE NOT ADDRESSED THE APPLICATION WILL BE NOT BE CONSIDERED.

1. Minimum completion of Year 11 or equivalent skills gained through previous work experience (Year 12 or Cert II in Business Administration highly regarded).
2. Intermediate computer skills, including experience with use of Microsoft Office (or equivalent), email and internet search engines.
3. Demonstrated ability to manage time, set priorities, plan and organise workload to achieve set objectives.
4. Demonstrated history of showing initiative in solving problems, improving processes and understanding when to seek guidance where required.
5. Well-developed written and oral communication skills.
6. Demonstrated commitment to customer service, continuous learning, EEO, Workplace Health and Safety and ethical principles.
7. Demonstrated ability to meet the capability requirements of this position as defined in the capability statement.
8. A current and valid class "C" driver licence or Provisional (you must be able to get yourself to and from work, and to and from other Federation Council locations).