

## Job Specification- Customer Service and Administration Officer (Fixed Term Contract)

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### THE OPPORTUNITY

The Customer Service and Administration Officer is part of the Corporate Services Department, which is responsible for customer service, finance, information technology, records management, human resources and work health and safety. This Department works as a service provider to all Council departments and the broader community, supporting a wide range of operational and service delivery functions that underpin Council's day-to-day services.

This role offers the opportunity to work closely with a practical, supportive team delivering services that matter to the local community, while using and further developing broad skills across customer service and office administration.

The role is well suited to a person who enjoys variety and responsibility, operating as part of a well-established, multi-skilled administrative team and contributing across customer service, records, transactions and general office administration. Team members support each other during peak periods and staff leave, providing opportunities to build broad organisational knowledge and experience.

The team has a strong culture of cooperation and mutual support, where people pitch in and rely on each other rather than working in isolation.

### WHAT YOU NEED TO SUCCEED

The successful candidate will bring:

- **Well-developed communication skills**, with the ability to engage professionally with customers, colleagues and stakeholders both verbally and in writing.
- **A strong customer service focus**, combined with sound judgement and the ability to provide clear, accurate information across a range of enquiries and transactions, taking ownership of customer matters to ensure timely and appropriate outcomes.
- **The ability to remain calm, organised and solutions-focused** in a busy environment with competing priorities and interruptions.
- **A collaborative and flexible approach**, with a willingness to support colleagues and contribute across a range of office-based and administrative tasks.
- **A high level of accuracy and attention to detail**, particularly when handling transactions, records and customer information.

- **Good computer skills**, with confidence using Microsoft Office, email and internet-based systems, experience using Microsoft Teams highly regarded and the ability to work comfortably across multiple administrative systems and processes.

## WHAT WE OFFER

This position is based at Council's office at Westbury, a short 25 minute drive from Launceston. The remuneration package includes the following and will be negotiated according to qualifications, skills and experience:

- The position is offered as a twelve (12) month fixed term contract on a full time basis. Part time arrangements (3 or more days per week) would be considered for the right candidate. Please include your preference in your cover letter.
- Annual salary will be negotiable depending on experience within a range of \$63,451 to \$68,716 under Council's Enterprise Agreement 2025;
- Additionally, in accordance with Council's Enterprise Agreement 2025 you can nominate to receive one of the following benefits:
  - Option 1- Additional Superannuation (default if no nomination is provided): Additional employer superannuation contributions at a level of 3.5% above the Superannuation Guarantee amount payable;
  - or
  - Option 2- Additional Salary: Additional salary paid at 3.12% above the salary and wage rates for the classifications set out in Meander Valley Council Enterprise Agreement 2025.

Other benefits include:

- A 19-day month, allowing for a rostered day off for full-time employees;
- An additional two days of personal leave per year (totalling 12 days per year) plus a one-off additional personal leave allocation of 5 days granted upon commencement of employment.
- A range of Health and Wellbeing initiatives, including onsite gymnasium, health & wellbeing activities, and access to a free and confidential Employee Assistance Program (EAP) for employees and their immediate families.
- Reward and recognition of service milestones.
- Free parking.

## SELECTION CRITERIA

1. Certificate III or higher in business and/or two (2) years of experience in a customer service role is desirable.
2. Sound understanding of customer service principles and evidence of demonstrating them.
3. Experience operating a busy phone system.
4. Demonstrated capacity in handling cash and reconciling funds.
5. Excellent communication skills both written and verbal.
6. High level computer skills including experience with Microsoft Office applications such as Outlook, Teams, Word and Excel.
7. Willingness to work as part of a team, to collaborate and provide effective and efficient administrative and customer service solutions.

## LEARN MORE

If you have any questions regarding the position, please contact Narelle Beer, Rates Manager & Office Manager on (03) 6393 5335 or email [narelle.beer@mvc.tas.gov.au](mailto:narelle.beer@mvc.tas.gov.au).

## HOW TO APPLY

To be considered for the position, all applications must include three (3) documents:

- Application form;
- Covering letter addressing the selection criteria; and
- Current resume.

Applications should be forwarded to the attention of the Human Resources Officer via email to: [recruitment@mvc.tas.gov.au](mailto:recruitment@mvc.tas.gov.au).

Applications close **9am Monday 25 May 2026**. However, Council may proceed with interviewing prior to this date. Applicants are encouraged to apply at their earliest convenience. Council will remove the advertisement if the position is filled.

# Position Description

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## **CUSTOMER SERVICE AND ADMINISTRATION OFFICER**

Corporate Services Department

Classification Grade 3

May 2026

### **POSITION CONTEXT**

The Customer Service and Administration Officer is part of the Corporate Services Department, which is responsible for customer service, finance, information technology, records management, human resources and work health and safety. This Department works as a service provider to all council Departments as well as the community.

The Customer Service and Administration Officer works closely with other team members to deliver high-quality customer service and provide effective administrative support across the organisation, contributing to the smooth day-to-day operation of Council services and consistent customer outcomes.

### **ORGANISATIONAL RELATIONSHIPS**

Reports to Rates Manager & Office Manager

There are no direct reports to this position.

### **KEY CHALLENGES**

- Delivering reliable, high-quality customer service to a diverse range of internal and external customers.
- Managing competing demands while maintaining accuracy, professionalism and attention to detail.
- Applying professionalism and appropriate de-escalation techniques when dealing with distressed or challenging customers.
- Adapting to changing operational priorities and supporting team workflows.

### **PRIMARY RESPONSIBILITIES**

- Working across a mix of customer-facing, systems-based and administrative tasks that support the effective functioning of Council services.
- Greeting customers, identifying their needs, providing accurate information and processing transactions across face-to-face, telephone and email channels.
- Registering, allocating and following through customer service requests in accordance with Council procedures.
- Assisting in the maintenance of Council databases and registers, including waste services, cemetery records and animal registrations.
- Processing and receipting payments for Council services via EFTPOS, cash and cheque.

- Balancing and reconciling daily receipts and petty cash in accordance with Council policy.
- Assisting Council Officers with the issue of Council certificates under section 132 of the *Local Government Act 1993* (Tas).
- Supporting information and records management to ensure accurate, timely and compliant filing of correspondence.
- Providing broad administrative support to other Council departments, including during peak demand and staff absences.
- Contributing to the continuous improvement of customer service and administrative processes where appropriate.
- Any other duties as reasonably directed, in any Council department as required.

### **ALL STAFF RESPONSIBILITIES**

- Compliance with all Council policies and procedures that may be varied from time to time.
- Understanding of assigned responsibilities under the Fraud and Corruption Control Policy.
- Ensure that all work is undertaken in accordance with Council's Safety Systems and relevant legislation.
- Carry out all responsibilities in accordance with Council's values.
- Adhere at all times to the Tasmanian *Local Government Act 1993*, the current Workplace Agreement and any other specific legislation or professional standard that relates to the role.

### **SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

Meander Valley Council is committed to the safety and wellbeing of children and youth while encouraging their participation as a valued member of our community. We have zero tolerance to child or youth abuse or harm.

- You are obligated to prioritise the safety of children and young people you interact with in the performance of your role and contribute to council's continual improvement of safety and wellbeing practices in relation to children and young people.
- You are obligated to report conduct of concern.

For further information, please refer to our Safeguarding Children and Young People Policy and the Office of the Independent Regulator website at this location <https://oir.tas.gov.au/>.

### **QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITY**

1. Certificate III or higher in business and/or two (2) years of experience in a customer service role is desirable.
2. Sound understanding of customer service principles and evidence of demonstrating them.
3. Experience operating a busy phone system.
4. Demonstrated capacity in handling cash and reconciling funds.
5. Excellent communication skills both written and verbal.

6. High level computer skills including experience with Microsoft Office applications such as Outlook, Teams, Word and Excel.
7. Willingness to work as part of a team, to collaborate and provide effective and efficient administrative and customer service solutions.

#### **ATTACHMENTS**

- Council's Agreed Behaviours: 'The Way We Work Together'
- Organisational Chart

# The Way We Work Together

## **We work as a team, value each other's contribution and are accountable for our work.**

- We own tasks to completion and ask for help where needed
- We engage in respectful conversations in the workplace, showing kindness to each other
- We collaborate and value the input of everyone
- We communicate openly with transparency, honesty, whilst respecting confidentiality
- We demonstrate respect, trust, support and we encourage others

## **We support each other's roles to deliver the best outcomes for our customers and community.**

- We will take the time to understand who does what and connect customers to the right area
- We are focussed on our customers and the community's needs
- We make decisions that are informed, considered and consistent
- We are willing to try new things, be open to new ideas, and are not afraid to fail

## **We are supported, trusted, and empowered to do our work.**

- We are focussed on positive interactions and will provide constructive, respectful feedback
- We are appreciative of others and accommodate different ways of working
- We support an environment where people feel safe to share their ideas
- We celebrate our achievements

## **We value open and transparent communication to keep each other well informed.**

- We share relevant information clearly and provide regular updates in a relatable way
- We actively listen to everyone and consider different points of view
- We vary our communication to suit the audience
- We are authentic and genuine in our words and actions

## **We operate in an environment where people feel connected.**

- We are inclusive, welcoming and make an effort to build relationships
- We recognise, accept and value diversity
- We will proactively address issues as they arise
- Problems are shared and solved jointly
- We accept and learn from our mistakes

# Organisational Chart

Mayor, Deputy Mayor & Councillors

General Manager

**Director Corporate Services**  
 IT Officer  
 Business Analyst  
 Information Technology Applications Specialist  
 Project Manager – Technology Transformation  
**Team Leader, Finance**  
 Payroll Officer  
 Accounts Payable Officer  
 Finance Officer  
**Rates & Office Manager**  
 Customer Service Officers  
 Administration & Accounts Payable Officer  
 Customer Service & Administration Officer  
 Information Management Officer  
 Information Management Support Officer  
**Team Leader, People & Safety**  
 Human Resources Officer  
 Work Health & Safety (WHS) Officer  
 Administration Officer - People & Safety

**Director Infrastructure Services**  
 Senior Administration Officer  
 Administration Officer  
**Team Leader, Community Facilities & Recreation**  
 Community Facilities Officers  
**Team Leader, Project Delivery**  
 Project Coordinator  
 Coordinator Waste Services  
 Project Managers  
 Strategic Projects Manager  
**Manager, Engineering & Assets**  
 Civil Engineers  
**Asset Management Coordinator**  
 Assets Officer  
 GIS Officer

**Director Development & Regulatory Services**  
 Senior Strategic Planner  
**Team Leader, Town Planning**  
 Town Planners  
 Planning Support Officer  
**Team Leader, Development Administration**  
 Development Administration Officers  
 Permit Authorities  
**Team Leader, Environmental Health**  
 Environmental Health Officers  
**Team Leader, Compliance & Regulation**  
 Rangers  
 Compliance Officer

**Director Works**  
 Administration Officer  
 Projects & Safety Officer  
 Diesel Mechanic  
**Team Leader Parks & Urban Amenities**  
 Works Officers  
**Team Leader Road Services**  
 Coordinator Road Services  
 Works Officers

**Manager, Governance & Legal**  
 Senior Communications Officer  
 Communications Officers  
 Executive Assistant  
 Governance Officer  
**Manager, Community Wellbeing**  
 Community Wellbeing Officer  
 Community Engagement Officer  
**Team Leader, Tourism**  
 Visitor Centre Officers  
 Visitor Centre & Digital Information Officer