



GLOUCESTER SHIRE COUNCIL POSITION DESCRIPTION

RECEPTION, CUSTOMER SERVICE and CASHIER

DUTIES & PERFORMANCE CRITERIA

(updated 29/5/09)

Position Objective

1. To provide typing/word processing services to Council's staff as required.
2. To be the primary contact for persons telephoning Council's Administration Centre.
3. To assist in customer reception and the carrying out of cashiering duties.
4. To be responsible for the photocopier and undertake document production, including Council's Business Paper.
5. To facilitate availability of morning tea/lunch/afternoon tea for Council meetings and maintain the staff canteen.
6. To provide back-up records management services in the absence of the Records Officer.
7. To participate as a team member of the Corporate Services Department of Council.

Responsibility

The Customer Service – Reception - Cashier is directly responsible to the Finance Manager and ultimately the Director of Corporate Services.

Duties, responsibilities and performance criteria are detailed below.



GLOUCESTER SHIRE COUNCIL POSITION DESCRIPTION

DUTIES/RESPONSIBILITIES	PERFORMANCE CRITERIA
1. Word Processing	
<p>a) Preparation of correspondence, returns, reports and Dictaphone transcriptions for staff as required.</p> <p>b) Typing of standard forms, including S149 Certificates & Development Approvals.</p>	<p>a) Liaise daily with Executive Assistant to ensure Council typing requirements are completed within two days of receipt unless specified as urgent or another deadline specified.</p> <p>b) To be completed within two days of receipt unless specified as urgent or another deadline specified.</p>
2. Telephone Console System	
<p>a) Answer incoming calls.</p> <p>b) Co-ordinate pick-up (back up) group.</p> <p>c) Recording of messages for those who are unavailable.</p>	<p>a) Calls to be answered by the third ring.</p> <p>b) Ensure group is aware when phone is put on "off duty" and pick up sequence is in place.</p> <p>c) Messages to be passed on promptly.</p>
3. Customer Service	
<p>a) Enquiries.</p> <p>b) Receipting to 12.40pm and in absence of Rates Clerk/Cashier.</p> <p>c) Balancing of Cash at end of day in absence of Rates Clerk/Cashier.</p>	<p>a) Enquiries to be taken and directed to the appropriate officer or service request generated.</p> <p>b) Receipting as and when required in co-operation with Rates Clerk/Cashier, dependant upon typing, telephone and business paper duties.</p> <p>c) To be balanced at close of day with any discrepancy to be reported to the Finance Manager.</p>



GLOUCESTER SHIRE COUNCIL
POSITION DESCRIPTION

5. Photocopier & Copying	
<p>a) Servicing.</p> <p>b) Photocopying and binding of monthly Business Papers.</p> <p>c) Photocopying of other reports, submissions etc.</p> <p>d) Consumables (e.g. Toner)</p>	<p>a) When servicing is required liaise with IT Manager to ensure servicing is arranged promptly to minimise down time.</p> <p>b) Business papers to be completed and ready for mailing Thursday prior to the meeting.</p> <p>c) To be completed within two days of receipt unless specified as urgent or another deadline specified.</p> <p>d) Ensure sufficient on hand to enable continuous operation.</p>
5. Mail Preparation & Delivery	
<p>a) Be back-up for collection of incoming mail.</p> <p>b) Outward mail to be prepared and delivered to Post Office.</p>	<p>a) Mail to be collected by 9.30 am daily.</p> <p>b) Mail to be prepared ready for delivery to the Post Office before 3.00pm</p>
6. Internal Catering	
<p>a) Morning tea for meetings of Council.</p> <p>b) Morning tea requirements for staff.</p> <p>c) Morning tea, lunch, afternoon tea requirements for additional meetings of Council/ Staff.</p>	<p>a) To be available and served at required time.</p> <p>b) To be available as required.</p> <p>c) Organise as requested.</p>



GLOUCESTER SHIRE COUNCIL POSITION DESCRIPTION

7. Petty Cash	
a) Petty cash control officer	a) Petty cash to be balanced at time of reimbursement which is to be carried out to ensure funds available to reimburse maximum advance of \$100.
b) Petty cash reimbursements for Library and Tourist Office.	b) Reimbursements to be arranged immediately upon receipt of docketts.
8. Stationery Requirements	
a) Co-ordinate Admin Centre staff stationery requirements and place orders as per Council policy.	a) Place orders as required in a timely manner to satisfy requirements of Council staff.
b) Copy paper and envelopes	b) Oversee supplies and re-order requirements.
c) Be aware of annual Stationery budget & endeavour to maintain expenditure within this budget.	c) Quarterly reviews of expenditure to be carried out and reported to Finance Manager.
9. Backup Records Management	
a) Perform duties in absence of Records Officer	<p>a) Backup duties including opening of daily mail, email and facsimiles, together with allocation of file numbers on correspondence and distribution to officers.</p> <p>b) Outgoing correspondence from previous day to be included in distribution folder.</p> <p>c) Resubmits to be checked daily and directed as required.</p> <p>d) Files returned to records are to be checked for notations and filed daily.</p>



GLOUCESTER SHIRE COUNCIL POSITION DESCRIPTION

	<p>After circulation, enter correspondence into Authority Records Management System, then file and distribute where tagged. Where files not located, file in chronological order in filing index.</p>
10. Miscellaneous	
<p>a) Update Acts and Regulations.</p> <p>b) Staff Corporate Wardrobe coordinator.</p> <p>c) Assistance to other areas.</p> <p>d) Other duties as directed from time to time.</p>	<p>a) Loose leaf Acts and Regulations to be updated within 21 days of receipt of new sheets.</p> <p>b) Liaise with Corporate Wardrobe provider and distribute information when required.</p> <p>c) In the absence of the designated person(s) relief to be performed in the areas of: Executive Assistant other staff within areas of existing competencies.</p> <p>d) Other duties as directed by the Finance Manager or Executive Assistant.</p>