

# Employment Information Package



## Customer Liaison Officer

**Position number:** POS1057

**Enquiries:**

**Name:** Mark Jeffrey

**Position:** Coordinator Administration and Customer Service

**Phone:** 03 6323 3630

**Email:** [Mark.Jeffrey@launceston.tas.gov.au](mailto:Mark.Jeffrey@launceston.tas.gov.au)

**Application closing date:** 3.00PM, THURSDAY, 12 SEPTEMBER 2024



City of  
**LAUNCESTON**

Town Hall, 18-28 St John Street Launceston

T 03 6323 3000

E [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au)

[www.launceston.tas.gov.au](http://www.launceston.tas.gov.au)

# Contents

Introduction	3
City of Launceston Organisational Directory	4
Organisational Values	5
Information for Applicants	6
Recruitment Steps	7
General Conditions of Employment	8
Position Description	9



**Address all correspondence to:**

Manager People and Culture  
City of Launceston  
PO Box 396  
LAUNCESTON TAS 7250

**Email address:** [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au)

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



## Introduction

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents. Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

# City of Launceston organisational chart

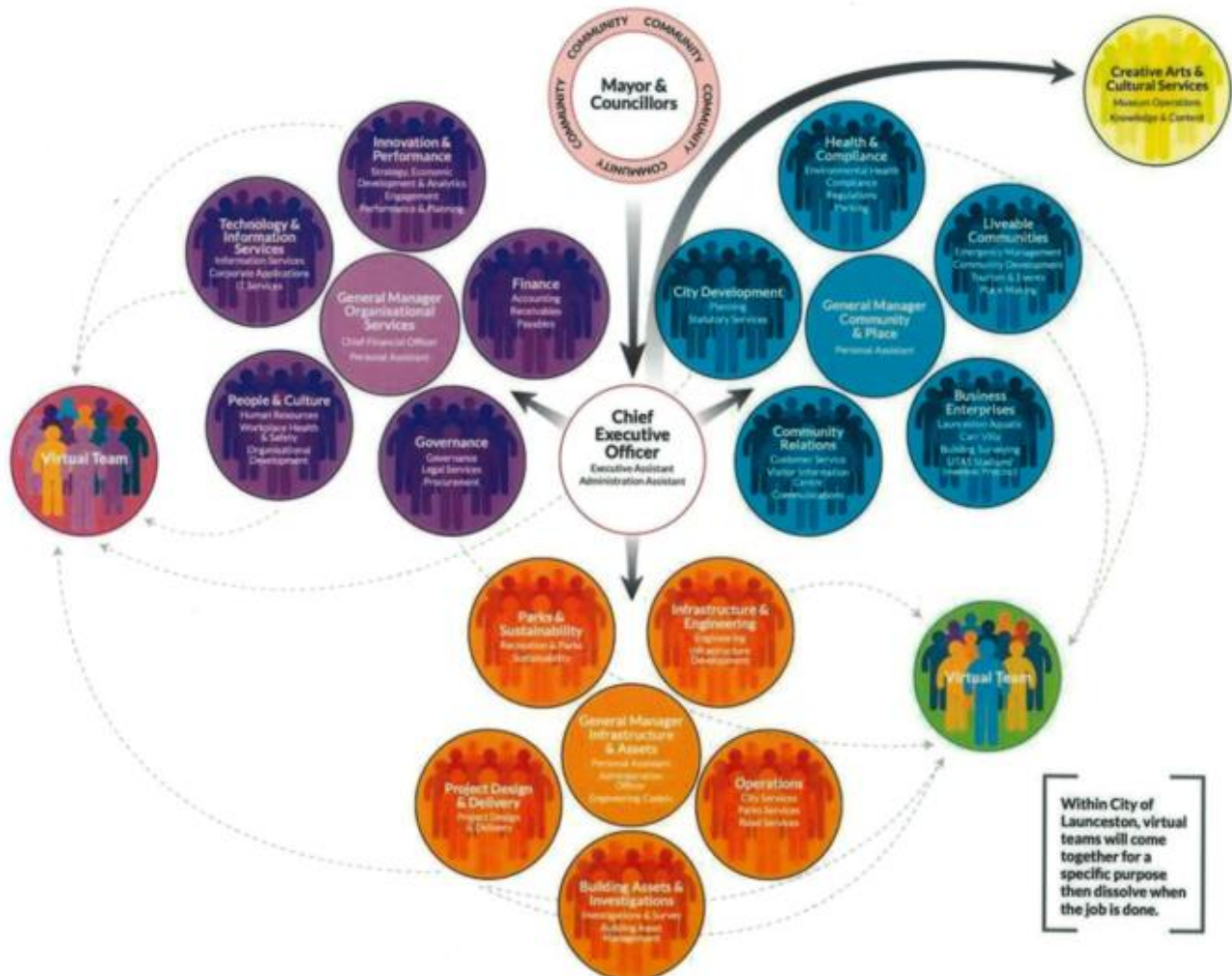
The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

The Council employs around 570 employees across a range of responsibilities.



At City of Launceston we are an agile organisation, with teams being more empowered and self-managing



# Organisational values

**At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.**

Our aim is to attract and retain people who share our values and want be a part of our positive workplace culture. Before submitting your application please review our values and decide if they are a good fit for you.



## OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



## WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



## WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



## WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

# Information for applicants

**City of Launceston is an equal opportunity employer. Our workforce is diverse, inclusive, flexible and family-friendly.**

We value the different backgrounds, skills and contributions of all employees and treat each other and our community with respect.

We want opportunities at City of Launceston to be accessible and attainable to all candidates. If you are interested in this role but have concerns about your suitability, please talk to us before submitting your application.

Please read this information carefully, as it will help you with the preparation of your employment application.

**When applying for this position, you must provide the following documentation:**

1. Covering letter
2. Statement addressing the selection criteria (**highlighted criteria only**)
3. Resume

**The online Application for Employment can be [accessed here](#)** (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

**If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at [contactus@launceston.tas.gov.au](mailto:contactus@launceston.tas.gov.au), noting your preferred method of communication and contact details and a member of the team will be in touch.**

# Recruitment steps

1. Application received
2. Shortlisting
  - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
  - Unsuccessful candidates will be advised by email.
3. Interview
4. Pre-Employment Checks:
  - Reference Check
  - Police Check
  - Medical Assessment
  - Drug and Alcohol screening

*All costs covered by City of Launceston*
5. Suitability determination and preferred candidate identified
6. Letter of Offer

## Employee benefits

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Aquatic.
- Discounts at the Museum Gift shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances.

# General conditions of employment

<b>Position title</b>	Customer Liaison Officer
<b>Employment terms</b>	Casual
<b>Working pattern</b>	7 days a week - morning, day and night shifts
<b>Total remuneration</b>	\$34.0618 casual hourly rate (includes 25% casual loading)
<b>Superannuation</b>	Employer contribution of 12.5%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)



# Position Description

## Position Description Form - Customer Liaison Officer

PF NUMBER:		POS NUMBER:	POS1057
------------	--	-------------	---------

POSITION TITLE:	Customer Liaison Officer
AWARD CLASSIFICATION:	As per EA
EMPLOYEE:	Vacant
TEAM:	Launceston Leisure & Aquatic Centre
NETWORK:	Business Enterprises
REPORTS TO:	Mark Jeffrey
PREPARED BY:	Mark Jeffrey
DATE:	21/08/2024

APPROVED BY:	
NAME:	Geoff Stick
POSITION:	Business Leader Leisure & Aquatic Centre
SIGNATURE:	

### POSITION PURPOSE (Why does this position exist)

The position will deliver a high level of customer service to all customers and groups in a professional, friendly and timely manner including:

- It will provide information and advisory services in person and by phone across the broad range of facility activities that the Leisure & Aquatic Centre
- Admit customers into facility
- Provide cashiering, reception, retail sales, bookings, administration and accept deliveries.

City of Launceston is a values-based organisation, which means that we employ people who share and display our values



### **Our people matter**

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



### **We care about our community**

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



### **We bring an open mind**

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



### **We go home safe and well**

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
<b>General</b>		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> <li>• Our people matter</li> <li>• We care about our community</li> <li>• We bring an open mind</li> <li>• We go home safe and well</li> </ul>	Demonstrates, through behaviour, an alignment to and an understanding of our values
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across networks. Support delivery of the Network's strategic and annual plan actions.  Work with horizontal teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback  Collaborative opportunities are sought across Networks
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and your network.	Improved work practices and projects.
Customer Service	Provide a professional level of service to all customers on information and advisory products in person, via phone and email for the broad range of activities throughout the Leisure and Aquatic Centre  Customers are treated politely and with respect at all times  Maintain up to date knowledge of products within the retail shop and facilities services  Promote all programs, take bookings and join up members	Knowledge base is updated as required  Customer satisfaction  Retail targets archived  Attendances & Member targets achieved
<b>Technical</b>		
Administration and cash handling	Greeting customers and identifying nature of visit/payment to be made.  Processing payments through the P.O.S. and eftpos  Balancing cash and non-cash payments on a daily basis  Check all member's payments and, where non-payment of fees, provide relevant feedback to Senior Customer Liaison Officer	Data input accurately  Members details are up to date and correct  No balancing errors

Accountabilities	Activities/Tasks include:	Success looks like ...
	Provide Administration support to Senior Customer Liaison Officer and Coordinators	
Retail and Miscellaneous	Fit and sell merchandise and follow procedures  Organising retail displays  Maintaining the presentation of front foyer and customer liaison centre  Monitoring merchandise and stationery supplies and advise of ordering	Foyer and retail shop clean and tidy at all times  Stock levels maintained
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's Occupational Health and Safety Policy and Procedures  While at work, a worker must –  (a) take reasonable care for his or her own health and safety; and  (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and  (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and  (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.  (Section 28 Work Health & Safety Act 2012)	
<b>Note:</b> Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	Yes
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA
<b>POSITION REQUIREMENTS/COMPETENCIES</b>
<b>Organisational</b>
<ul style="list-style-type: none"> <li>Community Focussed: considers community/customers in decision making</li> <li>Communicate and Engage: demonstrates self-awareness &amp; encourages open discussions &amp; contributions from others</li> <li>Create and Innovate: displays initiative &amp; considers different ideas and perspectives</li> </ul>

<ul style="list-style-type: none"> <li>• Safety Focused: takes responsibility for own and team's health, well-being and self-care</li> </ul>
<b>Position Specific</b>
<ul style="list-style-type: none"> <li>• Demonstrated ability in providing excellent customer service</li> </ul>
<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> </ul>
<ul style="list-style-type: none"> <li>• Broad Availability, including weekends, early mornings &amp; late nights- please advise what availability you have.</li> </ul>
<ul style="list-style-type: none"> <li>• Proven ability to work in a team environment or independently</li> </ul>
<b>QUALIFICATIONS AND EXPERIENCE</b>
<ul style="list-style-type: none"> <li>• Highly desirable experience in retail sales</li> </ul>
<ul style="list-style-type: none"> <li>• Highly desirable experience with Envibe or relevant P.O.S. system/s</li> </ul>
<ul style="list-style-type: none"> <li>• Basic computer skills</li> </ul>
<ul style="list-style-type: none"> <li>• Workplace First Aid Level 2</li> </ul>

<b>REPORTING STRUCTURE</b>	
<b>Manager</b>	<b>Supervisor Customer Service</b>
<b>Direct Reports</b>	<b>Nil</b>

<b>KEY RELATIONSHIPS</b> (External and Internal Customers, Supplier, Colleagues, etc)	
<b>Internal</b>	<b>Nature of Relationships</b>
All staff at all levels	Effective working relationships to encourage the sharing of information and updating of facility activities
<b>External</b>	<b>Nature of Relationships</b>
Customers/Patrons	Provision of excellent customer service
Suppliers and Contractors	Interaction and induction

<b>DELEGATIONS &amp; AUTHORISATIONS</b> (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$0

### Confidentiality

Staff are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

## OTHER RELEVANT INFORMATION

Expectations of a City of Launceston employee:

- Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;
- Seeks feedback broadly and asks others for help with own development areas; and
- Translates feedback into an opportunity to develop.

