



SORELL COUNCIL

POSITION DESCRIPTION

Position Title	Customer & Business Support Officer (Building & Plumbing)
Workgroup	Customer & Business Support/Office of the CEO
Reports to	Customer & Business Support Coordinator (Permit Authority)
Classification	Level 4
Employee Status	Full-Time/Part-Time (0.8FTE)
Location	CAC

Primary Position Purpose

The **Customer & Business Support Officer (Building & Plumbing)** is responsible for providing effective and efficient administration for the processing of building and Plumbing applications and other related matters as described under the Building Act 2016.

Core aspects of the role include administrative tasks including, tracking building and plumbing applications to ensure statutory timeframes are met, managing customer requests as well as assisting with investigating and resolving compliance matters.

As a member of the Customer & Business Support Team, the Customer & Business Support Officer (Building & Plumbing) is responsible for maintaining a broad knowledge of council services, including an understanding of department and key officer roles and the provision of professional front line customer service.

Skill Based Classification Descriptors

The position is classified as a Level 4, the following skill descriptors apply to this level.

Authority & Accountability	Work performed is within general guidelines. May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels. Responsible for leading employees in operational duties or the application of trades, administrative or technical skills.
Judgment & Problem Solving	The nature of the work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes. Guidance is available from more senior staff.
Specialist Skills & Knowledge	Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position. Performance of trades and non-trade tasks incidental to the work.
Management Skills	Provide employees with on-the-job training, guidance and basic knowledge of the workplace policies and procedures. Employees may lead small groups of employees at the 'work face'.
Interpersonal Skills	Employees at this level require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters.
Qualifications & Experience	Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through: (a) A trade certificate or equivalent; Completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade); and/or Knowledge and skills gained through on-the-job training.

Key Responsibilities

Building and Plumbing Administration & Compliance:

- Under the direction of Councils Permit Authority perform the tasks specified in the *Building Act 2016*, including:
 - Assess categories of building and plumbing work as required by the Building Act 2016 (the Act) and Directors Determinations relevant at the time of processing.
 - Assess and determine applications for permits for building and plumbing/or demolition work, to ensure compliance with the Act.
 - Ensure statutory timeframes are adhered to in accordance with the relevant legislation.
 - Prepare reports as required for Council, Managers, Director of Building Control (Director) ABS and Industry bodies.
 - Provide advice on Permit Authority matters to Council, Managers, Government bodies and private interest.
 - Maintain adequate records as required by all relevant legislation.
- Issuing of plumbing permits, certificates of likely compliance and Completion Certificates for the Permit Authority and Environmental Health Officers to ensure that all permits have been issued in accordance with the statutory timeframes.
- Ensuring the public are made aware of the building and plumbing requirements under the Building Act.
- Assist with compliance activities under the Building Act Under the direction of Councils Permit Authority.
 - Investigations and reports are thorough, evidence based and reflect appropriate legislation, Council policies and procedures
 - Issuing of relevant Notices, Orders, Directions, Infringement Notices and First and Final Warning Notices for non-compliance matters.
 - Outstanding Notices and Orders, and follow up activities, are processed within legislated timeframes.
- Assist with planning compliance investigations, including the preparation of planning enforcement documents.

Customer Service & Administration:

- Frontline customer enquiries, complaints and correspondence responded to in accordance with customer service charter and Council expectations.
- Completion of Section 337 Certificates.
- Assist the Customer & Business Support Team as required, including cashiering, records management, waste management, property and rates enquiries, and mail processing and distribution.
- Contribute positively to a collaborative team environment and provide support to other Council departments as required.

Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

Position Dimensions

Key relationships and influences	
Who	Why
Internal	
Employees in All Departments	Work in partnership with employees from all departments to ensure delivery of effective customer service.
External	
People who live, work, or visit Sorell	This position delivers services that directly benefit our customers via Council's various customer contact channels.
Elected Council Members	This position provides support to Councillors who directly serve the people of Sorell.
Nomenclature Board	
Valuers & Solicitors	
DPIPWE	

Resources and Budgets			
Direct Reports	NIL	Financial Delegation & Reporting	NIL
Indirect Reports	NIL	Statutory Appointments	NIL
Total	NIL	Delegations	NIL

Organisational Accountabilities

Be familiar with and follow the **Council's Code of Conduct**. A copy of this is provided with your appointment letter or can be accessed on Council's Intranet.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Values
- Workplace Health and Safety (WHS) Legislation
- Anti-Discrimination Legislation
- Sorell Council Enterprise Agreements
- Document Management - The incumbent is required to use the TARDIS system to retain records and documents relating to Council business as part of their employment.
- Customer Service Charter - The incumbent is required to commit Council's Customer Service Charter and to consistently deliver all services with a focus on excellent customer service.
- Customer Relationship Management (CRM) systems
- Comply with all Health and Safety legislation.

Workplace Health & Safety

Ensure Health and Safety information is provided to the broader community as required. While at work, a worker must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- 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.
- 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.
- Avoid, eliminate or minimize hazards within your control, and immediately report.
- Attend and actively participate in training programs provided in the interests of Health and Safety.
- Ensure accidents and near misses are reported as soon as reasonably practicable; and
- Ensure assessment and control of risk is managed in accordance with the Council's Risk Management Framework.
- Complete Council's induction requirements

Record Management

Sorell Council uses a record management system, TARDIS (Total Administrative Record and Document Information System). All Council documents and records are a State legislated record controlled by the Tasmanian Archive & Heritage Office and are therefore required to be retained either on a temporary or permanent basis. All employees of Council are required to use the TARDIS system to retain records and documents relating to Council business as part of their employment

Key Selection Criteria

Essential:

- Well-developed administrative skills and the ability to plan, organise and prioritise a range of administrative tasks to well established guidelines and statutory timeframes
- Sound interpersonal skills and the ability to confidently deal with public and developer enquiries in a polite and efficient manner.
- High quality written communication skills
- Commitment to a high level of customer service delivery.
- Proficient computer skills including the use of Microsoft Office products, Customer Relationship Management (CRM) systems and Records Management Systems
- Demonstrated experience in operating within a team environment, in particular sharing workloads and supporting colleagues in a positive manner.
- Current Tasmanian Driver Licence.

Desirable:

- Previous experience working in Local Government.
- Qualifications and/or experience in a relevant building, plumbing or compliance discipline, together with a Certificate IV in Government Investigations (or eligibility to obtain the qualification)

Authorisation

I hereby agree that this position description accurately reflects the work requirements.

Manager name

Manager signature

Date

Employee name

Employee signature

Date

GM Name

GM Signature

Date