

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Community Safety Support Officer	
<b>Classification:</b> Band 4	<b>Effective Date:</b> April 2026
<b>Reports to:</b> Community Safety Support Coordinator	<b>Tenure:</b> Permanent

### About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer  
Experience and  
Service Delivery**



**Great  
Organisational  
Culture**



**Innovation  
and Continuous  
Improvement**



**Good Governance  
and Integrity**



**Long Term  
Financial  
Sustainability**

### We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

The position supports the Community Safety Department by providing a broad range of administrative and customer service functions that assist in the effective delivery of services. The role contributes to the efficient day to day operations of the department, with a focus on accuracy, responsiveness and continuous improvement.

## Key Responsibilities

### *Position Specific Responsibilities*

- Provide high quality administrative support to the Community Safety Department in accordance with established procedures and guidelines
- Process infringements and other regulatory administration tasks accurately and within required timeframes
- Process routine financial transactions, including refunds, purchasing and accounts payable, in line with Council procedures
- Provide timely telephone customer service, responding to enquiries and referring complex matters as required
- Maintaining appropriate databases, record retrieval systems and spreadsheets
- Assessing and issuing a wide range of permits
- Process correspondence in line with corporate standards, procedures and timeframes
- Ensure the maintenance of administrative systems including accurate data management
- Process animal registrations and support the annual renewal process
- Utilise various applications to perform work such as Pathway, HPE Content Manager and Microsoft Office
- Provide timely and professional customer service in response to routine enquiries, referring more complex matters as appropriate
- Ensure all correspondence is processed efficiently and consistently in line with corporate standards and timeframes
- Assist with the compilation of reports and data as required by the Coordinator
- Provide a safe working environment in accordance with the *Occupation Health & Safety Act 2004*.
- Other duties as required

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

### **Authority**

Budget: Nil

Staff responsibility: Nil

Decision Making:

- Ability to manage confidential information
- Ability to work within tight time constraints
- Ability to assess options and provide advice to customers.
- Make decisions and exercise judgement in relation to routine matters in the day-to-day operations of the department
- Determine if advice sought by customers is within the range of the Section's scope and where appropriate refer matters to appropriate Section.

The position is governed by established procedures, specific guidelines and standard instructions. Advice and guidance are readily available for more complex activities although routine activities are undertaken with minimal supervision and the incumbent has flexibility in the determination of priorities and schedules.

### **Key Relationships**

The position is required to maintain a professional relationship with other departments, agencies, other Councils, service providers, community groups and customers.

### **Skills and Attributes**

Qualifications/Certificates/Licences and Experience

- Experience in providing quality customer service to both internal and external customers.
- Experience in managing time and planning and organising work
- Experience in identifying opportunities to improve work practices to achieve service excellence
- Familiarity with Council services and procedures would be an advantage.
- Proficient keyboard skills

Technology

- Demonstrated knowledge and experience using software packages such as Pathway, HPE Content Manager and Microsoft Office.

#### Other technical skills and experience

- Ability to learn new procedures as required
- Ability to learn new applications as required

#### Interpersonal

- Ability to gain cooperation and assistance from colleagues, other departments and members of the public
- Ability to work collaboratively within a team environment
- Ability to provide and accept effective feedback
- Must have strong communication skills to communicate effectively
- Ongoing commitment to learning and self-improvement

#### Leadership/management:

- Skilled in time management with the ability to prioritise work and assist in achieving team targets
- Must be able to provide on the job training and guidance to other staff as required by the Coordinator.
- Must have an attention to detail and complete tasks by the required deadlines.

### Key Selection Criteria

1. Demonstrated experience in administrative support within a regulatory environment and strong customer service skills, with the ability to provide clear and accurate advice
2. Strong interpersonal and communication skills with the ability to work collaboratively
3. Well developed organisational and time management skills
4. Demonstrated ability to effectively de-escalate challenging situations and manage conflict in a calm, professional manner
5. Experience using systems such as Pathway, HPE Content Manager and Microsoft Office, with the ability to quickly learn new applications and processes.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	X	Performed sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	X	Performed often	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	X	Performed sometimes	
<b>Standing</b> Tasks involve standing in an upright position	X	Performed often	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	X	Performed sometimes	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects			
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	X	Performed sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body			
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	X	Performed often	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	X	Performed often	

**Any other relevant comments:**