

Position Description

Coordinator Service Delivery

Your role:	Coordinator Service Delivery, Libraries and Customer Service
You will report to:	Manager Libraries and Customer Service
Your Directorate:	Community & Development
Your Salary Level:	General Officer Level 6, \$112,207.69 - \$119,830.21
Special Conditions:	Some after-hours work will be required to ensure staff have a point of contact in case of illness or absence from rostered shifts, and to coordinate replacement coverage as needed. Must be able to travel between work sites when required. A current National Police Certificate and Working with Children check is required, and the incumbent must undertake Child Safe Environments Training every three years A satisfactory Medical Clearance for this role is required

Position Overview

This position is accountable for leading, managing and motivating the Customer Service and Outreach Services teams in the delivery of a range of high-quality frontline services to the community, including Council and Library services.

The position is responsible for the effective and efficient day to day operations and rostering of the Gumeracha, Stirling and Woodside Library/Service Centres, Contact Centre, and Outreach Services including the Mobile Library. Additionally, a key focus of the position is to support the Manager Libraries and Customer Service to enhance the customer experience across all customer service channels, ensuring a consistent, high-quality, and customer-centred approach.

This position works within a dynamic, service focused environment with ongoing changes. The incumbent will need to make judgement-based decisions within the parameters of established policies and procedures and being cognisant of the Manager Libraries and Customer Service's expectations.

About the Team

You will be part of a dedicated Libraries and Customer Service team within a Directorate focused on shaping a vibrant and thriving community. Through strategic leadership, active collaboration, and a commitment to continuous improvement, the team delivers excellence in service across both library and council operations.

Guided by the principles of the Customer Service Framework, team members are passionate about providing exceptional service that consistently prioritizes the needs and experiences of our community. Within a department comprising approximately 36 staff members, the Coordinator Service Delivery will have 5 direct reports.

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Grounded in Trust	Build strong foundations through respect, safety, integrity and transparency
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future

Your Stakeholders

Internal	Library and Customer Service team, all other departments and employees across the organisation
External	The Adelaide Hills Community, including residents, landowners, business owners and operators, visitors, workers, students and volunteers

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Coordinate the delivery of services across all Libraries, Service Centres, the Contact Centre, and Outreach Services, ensuring efficient and customer-focused operations.
- Ensure all service sites are consistently well-maintained, including the coordination and oversight of courier operations and other essential ancillary services to support seamless service delivery and operational efficiency
- Lead the development and maintenance of rosters, policies, and procedures to support effective service delivery and program implementation.
- Coach, develop, and support team members to achieve high performance through individual development plans, while proactively managing employee performance in consultation with the Manager Libraries and Customer Service.
- Champion excellent customer service standards, ensuring staff are equipped to provide accurate, timely, and proactive support with a focus on first-contact resolution.
- Promote a collaborative and values-driven culture across the team and wider Council, modelling positive behaviours and fostering cross-functional relationships.
- Provide support to the Manager Libraries and Customer Service as required to deliver strategic and/or corporate initiatives, including customer experience improvements.
- Contribute to the planning, execution, and evaluation of Library and Customer Service projects, ensuring delivery within approved budgets and timeframes.
- Contribute to the annual budget development process and monitor monthly expenditure, including authorisation of invoices and financial reporting.
- Ensure consistent implementation of workplace health and safety practices and compliance with relevant systems and legislation.

Position Criteria

People Leadership	- Proven ability to lead, develop and support frontline staff to achieve strategic and operational outcomes in a complex service delivery environment. - Proven track record of role modelling organisational values and associated behaviours, with an ability to establish rapport and embed a positive team culture - Demonstrated ability to identify and address work health and safety requirements.	Essential
Technical Knowledge & Experience	- Ability to contribute to the development of policies, strategic and business plans, and key performance indicators. - Ability to work independently with sound judgement, initiative, and strong organisational skills to deliver accurate, high-quality outcomes	Essential
	- Good knowledge of Local Government roles, functions, processes and policies with a sound understanding of library and customer relationship management systems. - Understanding of the philosophy, role and purpose of a public library - Experience in developing effective employee rosters.	Desirable
Collaboration and Communication	- Experience in contributing and being an active member of a high performing team with excellent problem solving and negotiation skills. - Excellent written and verbal communication and interpersonal skills with the ability to build positive working relationships with internal & external stakeholders and peers.	Essential
Qualifications	Tertiary qualification relevant to the role or demonstrated experience, expertise, and competence sufficient to perform the duties required.	Essential
Customer Service	- Demonstrated commitment to outstanding customer service and the improvement of the customer experience. - Ability to implement customer service processes and principles that ensure all service points are welcoming, accessible, and focused on first-contact resolution.	Essential
Government Experience	Experience working in a local government environment	Desirable
Corporate Experience	- Working knowledge of Office 365 and use of corporate technology - Experience in setting and monitoring budgets.	Essential
Finance Delegations	Yes	

Job Requirements Guide

Frequency guide						
1. Constant (ongoing, occurs daily)			2. Frequent (occurs 1-2 times daily)			
3. Occasional (occurs 2-4 times per week)			4. Infrequent (occurs once per week or less)			
Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y	X				
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y	X				
Climbing e.g. stairs/steps/ladders	N				X	
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	N			X		
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y		X			
Pushing/pulling/dragging	Y		X			
Gripping/grabbing	Y		X			
Fine hand coordination	Y		X			
Holding/supporting any object or person	N				X	
Environmental						
Work in an indoor/outdoor environment	Y	X				
Work at heights	N				X	
Work in confined spaces	N				X	
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N		X			
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N				X	
Exposure to fumes/dust	N				X	
Managing security/private information	Y	X				
Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y			X		
Dealing with difficult/complex negotiation of a personal nature	Y			X		
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y				X	
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				