



POSITION DESCRIPTION

Position Title:	Customer Service Officer
Classification:	Level 3
Tenure:	Full-time, Permanent
Award:	Local Government Industry Award 2010
Department/section:	Finance and Administration

1. POSITION OBJECTIVES

Provide a high level of quality customer service at all times, to both internal and external customers. This will include processing mail, payments, records, driver and vehicle licensing services, library, facility bookings and various other administrative tasks to the Shire's customers, in line with the Shire's Customer Service Charter.

Support will also be provided to the Finance and Administration team as required.

2. POSITION COMPETENCIES

2.1. Skills

- Developed communication skills – both written and verbal
- Developed time management and organisational skills
- Strong computer skills, particularly with the Microsoft Office suite
- Sound numeracy and cash handling skills
- Developed reception and telephone skills
- Sound record management skills

2.2. Knowledge & Behaviours

- Knowledge of local Shire and surrounding areas
- Knowledge of Department of Transport licencing services
- Working knowledge of basic bookkeeping
- Excellent phone manner
- Ability to time manage, problem solve and adapt to a changing work demands
- Ability to work safely and not affect the safety and health of others
- Ability to work independently, with minimum supervision and as part of a team

2.3 Qualifications and Experience

- Minimum Year 12 WACE Certificate achieved, or recognised equivalent
- Hold or be substantially advanced in studies towards Certificate II in Business or equivalent
- Previous customer service experience

3. KEY RESPONSIBILITY AREAS

3.1 Customer Service

- Provide excellent customer service at all times (i.e. phone and front counter/reception duties)
- Attend to tourism and Shire service enquiries
- Process customer enquiries in accordance with the Shire's Customer Service Charter

3.2 Administration

Provide administrative services as assigned by the Finance and Administration Manager including but not limited to:

- Word processing, correspondence, process incoming and outgoing mail including collection from Post Office, opening and electronic recording and hard copy filing
- Collect mail, open, register and distribute as appropriate
- Register outgoing mail, record in mail book and post
- Register electronic records
- Administer the bookings of Shire facilities & vehicles
- Management of library and information services
- Prepare Chambers for Council Meetings
- Arrange catering for council meetings and other Shire functions as directed
- Co-ordinate other Shire functions as directed

3.4 Receipting / Banking

- Process the receipt of all funds received in person, phone and by mail
- Reconcile daily funds received with receipts issued and prepare bank deposits

3.5 General

- Perform all Transport Licencing transactions and respond to all related enquiries
- Participate in numerous duty sharing, personal development and training opportunities as they become available
- Assist with various projects as directed
- Any other duties consistent with the level of this position and the principles of broad banding

4. ORGANISATIONAL RELATIONSHIPS

Reports to:	Finance and Administration Manager
Supervision of:	Nil
Internal Liaisons:	Councillors Shire Employees
External Liaisons:	Guests and Visitors General Public / Ratepayers Community Groups and Sporting Clubs

5. EXTENT OF AUTHORITY

Works under direct supervision and performance outcomes are regularly monitored by the CEO

6. SELECTION CRITERIA

6.1. Essential

- Developed communication skills - both written and verbal
- Previous customer service experience
- Strong computer skills, particularly with the Microsoft Office suite
- Ability to time manage, problem solve and adapt to a changing work demands

6.2. Desirable

- Knowledge of local Shire and surrounding areas
- Hold or be substantially advanced in studies towards Certificate II in Business or equivalent

6.3. Additional Requirements

All applicants must be able to demonstrate their right to work in Australia.

It is an inherent requirement of this role that the employee holds and maintains a valid WA Driver's Licence – minimum "C" class.

Preferred candidates may be required to obtain a National Police Clearance, Working with Children Check and undergo a medical examination to confirm fitness to work before an offer of employment is made.

7. SIGNATURES

Manager/Supervisor: _____

Employee: _____

Date: _____ / _____ / 20____