



POSITION DESCRIPTION – CUSTOMER SERVICE OFFICER

Position Title:	Customer Service Officer
Classification:	Level 3
Tenure:	Full time, permanent
Award:	Local Government Industry Award 2020 (WAIRC New State Instrument)
Department/section:	Governance and Community

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.

2. KEY RESPONSIBILITY AREAS

2.1 Customer Service

- Attend to tourism and Shire service enquiries
- Process customer enquiries in accordance with the Shire's Customer Service Charter
- Monitor enquires inbox; record and allocate emails as appropriate
- Perform all Transport Licencing transactions and respond to all related enquiries
- Administer the Shire's Library Services, including information services
- Maintain the Shire's reception and library area, and public noticeboard

2.2 Governance and Community

- Receive and process Planning and Building applications in liaison with external service contractors
- Coordinate the processing and reporting of BCITF and Building Services Levy applications and payments
- Manage the booking system for Shire assets
- Administer the Shire's electronic access control system and manual key system
- Coordinate the Shire's SMS messaging system, as directed
- Assist with coordinating and setting up internal functions, including but not limited to Council meetings
- Provide advice and process applications for cemetery services
- Prepare and issue Shire correspondence as directed

2.3 Finance and Administration

- Collect mail, register and allocate appropriately
- Maintain hard copy and electronic records, including processing and filing
- Process Sundry and Rental Debtors
- Receive and process payments

- Undertake end of day reconciliations
- Prepare bank deposits and facilitate banking
- Provide other administrative support duties, as assigned by the Finance and Administration Manager, within known competencies or with adequate instruction / training, in consultation with Governance & Community Manager

2.4 General

- Understand the implications of the Shire's Code of Conduct and comply with all requirements regarding standards of professional and personal behaviour including demonstrating the Shire's corporate values.
- Maintain the customer service standards we expect in accordance with the Shire's Customer Service Charter
- Create and retain accurate and complete records of business activities, in accordance with the Shire's Recordkeeping Plan.
- Support the principles of equity and diversity within the workplace to be respectful and inclusive.
- Adhere to Council policies, procedures, guidelines and standards.
- Be open and accountable in participating in all performance management processes.
- Participate in learning and development opportunities as agreed.
- Undertake any other duties, as reasonably assigned by the Governance and Community Manager, within known competencies or with adequate instruction / training

2.5 Work Health and Safety

Worker

- Work with care for their own safety and health and that of others.
- Participate in developing safe work procedures and follow them.
- Participate in training.
- Use equipment properly and report any faults/damage.
- Use personal protective equipment as directed.
- Report hazard and incidents to their Supervisor/Manager.
- Participate in your return-to-work plans.

3. ORGANISATIONAL RELATIONSHIPS

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

4. EXTENT OF AUTHORITY

Works under direct supervision and performance outcomes are regularly monitored by the Finance and Administration Manager within the Shire's established guidelines, procedures and policies of Council as well as statutory provision of the Local Government Act and other legislation.

No Delegations or Authorisations are applicable.

5. ACCEPTANCE AND SIGNATURES

I acknowledge and accept the requirements of the Customer Service Officer Position Description as part of the Condition of Employment, as highlighted above.

Manager/Supervisor: _____

Employee: _____

Date: _____ / _____ / 20____