



VACANCY ADMINISTRATION & CUSTOMER SERVICE OFFICER

INFORMATION PACKAGE



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POSITION DESCRIPTION

ADMINISTRATION AND CUSTOMER SERVICE OFFICER

The Shire of Quairading is committed to providing culturally responsive services and strongly encourages employment applications from Aboriginal and Torres Strait Islander people.

Location	Shire Administration Office
Department	Corporate Services
Salary	<i>Local Government Industry Award 2020</i>
Reports to	Executive Officer
Supervision of	nil
Revision	1
Date	8 th August 2023

1. Organisational Relationships

1.1 **Responsible to:**
Executive Officer

1.2 **Supervision of:**
Nil

1.3 **Internal & External Liaison: -**
Internal

- Shire President
- Councillors
- Chief Executive Officer
- Executive Management Team
- Employees

External

- Residents, ratepayers and the general public
- Community groups
- Culturally diverse people
- Government, non-government and private organisations
- Contractors, product and service suppliers

2. Extent of Authority

This position operates under the direction of the Executive Officer in accordance with:

- 2.1 Established organisational systems, guidelines, policies and procedures, including those formally endorsed by Council.
- 2.2 *Local Government Act 1995, Workplace Health & Safety Act 2020, National Employment Standards, Equal Opportunity Act 1984* and other workplace legislation.
- 2.3 Specific workplace law related to bullying behaviour in the workplace, equal opportunity and occupational health & safety.
- 2.4 Strategic Community Plan.
- 2.5 Corporate Business Plan.
- 2.6 Reconciliation Action Plan.
- 2.7 Disability Access Inclusion Plan.
- 2.8 Code of Conduct and Customer Charter.
- 2.9 Delegated authority as prescribed in the Delegations Register.

3. Purpose of Position

- 3.1 This position aligns with the following strategic initiatives within the Strategic Community Plan, as follows:
 - SP2.4 Encourage local workforce participation
 - SP5.1 Shire communication is consistent, engaging and responsive
 - SP5.4 Implement systems and processes that meet legislative and audit obligations
- 3.2 The primary intents of this position are:
 - 3.2.1 To manage the provision of a high-level and culturally responsive front desk, online and telephonic customer service that meets the expectations of the community.
 - 3.2.2 To develop and maintain the organisations human resources and information management systems, policies and procedures in accordance with legislation.
 - 3.2.3 To provide a high standard of administrative services.

4. Roles & Responsibilities

Human Resources Management / Payroll Administration

Develop and maintain the organisation's human resources system, policies and procedures in accordance with the Local Government Industry Award, standards and relevant organisational policy.

- Assisting in the preparation, creation and review of position descriptions
- Assisting in the advertising and job application process
- Assisting in the initial screening of candidates against job criteria
- Arranging interviews, pre-employment and all paperwork required for the hiring manager
- Finalising appointments, ensuring paperwork and correspondence is completed
- Assist in onboarding of new employees in Payroll system
- Administer fortnightly payroll processing, ensuring compliance with contracts and awards
- Ensuring compliance against applicable Awards and other legislative requirements
- Providing a high-level of customer service to staff who are seeking assistance; and
- Researching and investigating matters relating to human resources in applicable Awards, legislation, employment contracts and other areas as required.

Information Management (including record keeping)

Develop and maintain the organisation's information management system, policies and procedures in accordance with the Local Government Act 1995, the State Records Act 2000, the Freedom of Information Act 1992, the Privacy Act 1988 and relevant organisational policy.

- Managing the Shire's record keeping systems, policies and procedures
- Managing the document retention, archival, sentencing and disposal process
- Ensuring organisational compliance with information management policy and practice
- Providing ongoing training and support to the organisation
- Performing periodical compliance audits on information management data
- Managing incoming and outgoing correspondence; and
- Assisting with Council agendas, minutes and other documents.
- Process and keep records of Building and Development applications

Customer Service & Administration

Provide exceptional and culturally responsive customer service with adherence to legislation, policies and procedures.

- Attend to customer enquiries at office counter, telephone or email.
- Process the receipting of monies from customer service transactions over the counter and via mail.
- Assist with the maintenance of the computer systems, processes and service levels to ensure that systems and policy are effective and current.
- Administer all matters relating to Department of Transport (DOT) Licensing.
- Maintain booking registers for the use of the Council's facilities such as the Hall, Community Bus, Caravan Park, Swimming Pool and Sportsground.
- Participate in continuous improvement and proactively work to improve the customer service function.
- Provide backup and clerical support for executive functions
- Ensure that all financial and related policies and procedures are complied with.
- Perform other reasonable duties as requested, within the scope of this position and in accordance with skills, knowledge and experience.

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5. Selection Criteria

Qualification	Essential	Desirable
Year 12	✓	
Completion of appropriate course/s related to the roles and responsibilities		✓
Drivers Licence "C" Class - Unrestricted	✓	

Key Skills, Knowledge & Experience	Essential	Desirable
Customer service skills and experience in a customer service environment	✓	
Strong working knowledge of administration and office procedures	✓	
Administrative and time management skills	✓	
Demonstrated proficiency in the use of computer systems and contemporary office technologies (Synergy Soft and Microsoft Suite highly desirable)		✓
Knowledge of records management policies and procedures		✓
Experience in the administration of Human Resources and/or payroll functions		✓
Experience within information systems and/or project management		✓
Familiarity with Local Government operations and services		✓

Personal and Communication Skills	Essential	Desirable
Well developed interpersonal and customer service skills	✓	
Strong communication skills, written and verbal	✓	
Proficient time management, attention to detail and prioritisation skills	✓	
Ability to work efficiently with minimal supervision	✓	
Proven leadership skills in supervising small teams		✓

6. Compliance

6.1 This position will comply with all legal obligations, including by complying with:

- 6.1.1 *Workplace Health & Safety Act 2020;*
- 6.1.2 *Organisational workplace health and safety policies and procedures;*
- 6.1.3 *Local Government Industry Award 2020;*
- 6.1.4 *Local Government Act 1995;*
- 6.1.5 *Minimum Conditions of Employment Act 1993;*
- 6.1.6 *Industrial Relations Act 1979;*
- 6.1.7 *Equal Opportunity Act 1984;*
- 6.1.8 Code of Conduct;
- 6.1.9 Customer Charter; and
- 6.1.10 All other applicable workplace policy and legislation.

6.2 Work Health & Safety – comply with the Shire’s WHS Policy and other Shire WHS policies and procedures and legislation relevant to the role and responsibilities, including assuming responsibility for the proper use of all shire equipment under direct control of the incumbent.

In accordance with organisational policy and procedures, the person in this position will report all hazards, incidents and near misses in the prescribed timeframe. Assist in the management and drive of the Shire’s WHS Management Systems adopting a pro-active approach to all shire activities that the incumbent is responsible for and ensure that all risks are identified, quantified and controlled ensuring Shire employee’s, contractors and the community are protected against preventable injuries and damage to property.

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Position Prerequisites

- 6.3 No formal offer of employment will be made until the following employment prerequisites are met:
- 6.3.1 Pre-employment examination;
 - 6.3.2 Current National Police clearance; and
 - 6.3.3 Must comply with current State Government COVID-19 directions regarding vaccinations.

7. Terms of Employment

Award	<i>Local Government Industry Award 2020</i>	
Position Status	Full Time	Permanent
Hours of Work	80 hours per fortnight, accruing 4 hours RDO a fortnight	
Overtime	Requires prior authorisation	
Award Level	Level 4	
Gross Wage per Hour	\$30.3644	Paid fortnightly to nominated bank account
Gross Annual Salary	\$60,000 per annum	
Council loyalty scheme	Applies to this Position (in addition to gross salary) 1st year of service \$10 per week 2nd year of service \$20 per week 3rd year of service \$30 per week 4th year of service \$40 per week 5th year of service and thereafter \$50 per week	
Superannuation	11.0% Employer Superannuation Guarantee Contribution.	
Probation	3 months from commencement date. The CEO reserves the right to extend the probation period by a further 3 months	
Performance Review	Annually – to be undertaken by the EO and EMCS	
Annual Leave	Employee will be entitled to 4 weeks Annual Leave with 17 ½% Loading on Entitled Annual Leave.	
Uniform allowance	\$400 value per annum, after probationary period successfully completed. Staff are requested to wear appropriate work attire at all times during working hours to promote a professional work environment and meet Work Health and Safety requirements.	
Job Location	Quairading, Western Australia, 6383.	

Name of Employee	Signature	Date
Chief Executive Officer	Signature	Date