



VACANCY
FINANCE & CUSTOMER
SERVICE OFFICER
INFORMATION PACKAGE

Contact Us

08 9645 2400

shire@quairading.wa.gov.au

PO Box 38

Quairading WA 6383

@ShireOfQuairading



LOCATION

Shire of Quairading - 10 Jennaberring Rd, Quairading WA

DEPARTMENT

Corporate Services

SALARY

Local Government Industry Award 2020

ABOUT QUAIRADING

The Shire of Quairading is a beautiful town nestled in the Wheatbelt of Western Australia, just 1.5 hours' drive from Perth on the York-Quairading Road. A vibrant community with a population of 1200, our biggest industry producing cereal and grain crops, forestry, wool, sheep and cattle, supported by rural service industries. The Region is rich in natural, Indigenous and colonial history.

Quairading is well-serviced including through access to a childcare centre, primary and district high schools, hotels, restaurants, leisure facilities. We are also on the doorstep to many natural and historic attractions.

ORGANISATIONAL RELATIONSHIPS

Responsible to:

Chief Executive Officer, Executive Manager Corporate Services, Council.
Operationally this position reports to the Senior Finance Officer.

Supervision of:

Nil

Internal & External Liaison: -

Internal

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

External

- Residents, ratepayers and the general public
- Employer organisations
- Government departments
- Creditors/debtors
- Council contractors
- Product and service suppliers.

EXTENT OF AUTHORITY

This position operates under direction of the Executive Manager Corporate Services in accordance with:

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

PURPOSE OF POSITION

- This position aligns with the following strategic initiatives within the Strategic Community Plan, as follows:
- Shire communication is consistent, engaging and responsive
- Forward planning and implementation of plans to determine Strategic Plan and service levels
- Provide informed and transparent decision making that, meets our legal obligations and the needs of our diverse community
- Implement systems and processes that meet legislative and audit obligations

OBJECTIVES OF POSITION

- To provide Clerical and Accounting support to the Corporate Services Department of Council's staff by ensuring clerical, accounting and administrative tasks are carried out efficiently, accurately and in a timely manner.

- To ensure a high level of Customer Service is courteously provided to the public attending the Council front office and attending to public enquiries by telephone or email.
 - To ensure a professional and courteous service to other Officers, Councillors and the Public.
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ROLES & RESPONSIBILITIES

Finance

- Accounts Receivable – prepare and issue invoices, process deposits, manage debtors.
- Debt Collection – regularly review outstanding debtors and perform collection and reporting functions.
- Accounts Payable – process and manage purchase orders, invoice processing, create and maintain supplier lists, maintain a subsidiary ledger and prepare EFT transfers.
- Reconcile debtors and creditors ledgers on a monthly basis for review.
- Daily balancing of the till and preparation of banking and licencing report.
- Responsible for managing the finance (Accounts) email mailbox.
- Manage petty cash system (balancing and reporting for review by SFO).
- Maintain the records relating to bonds and trusts, ensuring charges and refunds are processed accordingly.
- Assist with the reconciliation of Shire bank accounts, including daily receipting of bank credits.
- Assist with the reconciliation of corporate credit card expenses, ensuring the collection of all receipts.
- Ensure that all financial and related policies and procedures are complied with.
- Preparation for review by the EMCS of the monthly list of accounts.

Customer Service

- Attend to customer enquiries at office counter, telephone or email.
- Process the receipting of monies from customer service transactions over the counter and via phone, mail and email.
- 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.
- Other duties as directed by the Chief Executive Officer, Executive Manager Corporate Services or Accountant/Senior Finance Officer.

Building & Development

- Liaise with the Shire's Town Planning and Building contractors.
- Forward and/or process incoming building and development applications.
- Process transactions arising from building and development applications.

SELECTION CRITERIA

QUALIFICATION

Essential

- Year 12
- Drivers Licence "C" Class - Unrestricted

Desirable

- Completion of a Finance or Administration course (or similar)

KEY SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Experience with finance functions. Debtors and creditors functions (accounts receivable and payable) experience highly regarded
- Experience in a customer service environment to members of the public
- Experience working with a computer system, spreadsheets and accounting software
- Experience in an office environment and working with procedures and policies

Desirable

- Prior experience in cash handling and banking
- Knowledge and experience in debt collection procedures
- Experience with Transport licencing matters
- Knowledge of the local community
- General knowledge of services provided by a local government
- Knowledge of record keeping requirements of local government

PERSONAL SKILLS

Essential

- Good numerical, written and verbal communication skills
- Proven interpersonal and customer service skills
- Proficient time management, attention to detail and prioritisation skills
- Ability to work efficiently with minimal supervision (autonomous)

WORKING CONDITIONS/OHS CONSIDERATIONS

Occupational Safety and Health

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.

Compliance

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

- Workplace Health & Safety Act 2020;
- Organisational workplace health and safety policies and procedures;
- Local Government Industry Award 2020;
- Local Government Act 1995;
- National Employment Standards;
- Equal Opportunity Act 1984;
- Code of Conduct;
- Customer Charter; and
- All other applicable workplace policy and legislation.

POSITION PRE-REQUISITES

No formal offer of employment will be made until the following employment prerequisites are met:

- Pre-employment examination;
- Current National Police clearance; and
- Must comply with current State Government COVID-19 directions regarding vaccinations.

TERMS OF EMPLOYMENT

Award/Level

Local Government Industry Award 2020.

Position Status

Permanent, full-time.

Hours of Work

Full-Time

80 Hours per fortnight, accruing 4 hours RDO per fortnight.

Award Level

Level 4

Gross Annual Salary

\$68,000 - \$73,000

Superannuation

11% 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 SFO and EMCS

Annual Leave

Employee will be entitled to 4 weeks Annual Leave with 17 ½% Loading on Entitled Annual Leave.

Uniform/Clothing Allowance

\$400 per annum, upon successful completion of probation

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

Gym/Pool Memberships

Employee will be entitled to a 25% discount on individual memberships to the Quairading Gym and Quairading Swimming Pool.

APPLICANT NOTES

Thank you for your enquiry regarding the advertised position. These notes are provided to assist you in the preparation of your application and to help evaluate your application.

Application:

Your application should include a covering letter explaining your interest in the position and addressing the selection criteria points plus a current resume detailing your contact details, qualifications, experience and attributes for the position. It is essential that the information you provide is clear, concise and relevant. Applicants who best demonstrate that they meet the competency requirements will be shortlisted.

Lodgement of Application:

Applications should be emailed to marion.haeusler@quairading.wa.gov.au. Applications will close Friday December 22, 2023. The Shire reserves the right to begin interviewing and shortlisting before this date. In fairness to all applicants, late applications cannot be received unless permission has been sought prior to the closing date. The Shire reserves the right to close this vacancy early if a suitable candidate is selected from received applications.

Referees:

Applicants should provide the names and contact details of at least two current referees in their application. This will include two managers or suitably senior colleagues that can comment on work outcomes, competencies and behaviours that are relevant to this position.

Other Documents:

It is recommended that only copies of supporting documents be enclosed with your application so as to avoid loss or damage to originals. Nonetheless, the Council may ask to sight the originals at a later time.

Interviews:

Interviews will be conducted face to face in Quairading. However, if this is not possible an interview may be conducted by video link or electronic means eg. Zoom.

Background Checks:

Third party background checks will be undertaken for the preferred applicants – this includes qualification, National Police Certificate, identify and employment history verifications.

Pre-employment medical

The preferred applicants will be required to undertake a pre-employment medical to ascertain if they are fit and can safely perform the inherent requirements of the role.

Position Start Date

The position is for an immediate start.

Equal Opportunity:

Council maintains an equal opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.

Website:

The Shire maintains a website www.quairading.wa.gov.au which contains substantial information.

Further Enquiries:

If you require any further information during the recruitment process, please contact:

Marion Haeusler, Executive Officer 08 9645 2400

marion.haeusler@quairading.wa.gov.au