



POSITION DESCRIPTION

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 Manager Corporate Services
Supervision of	Nil

1. Organisational Relationships

1.1 Responsible to:

Executive Manager Corporate Services

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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 Manager Works & Services 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 Reconciliation Action Plan.
- 2.6 Disability Access Inclusion Plan.
- 2.7 Code of Conduct.
- 2.8 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:
 - SP1.1 Work collaboratively with local and regional service providers to engage the community as active citizens.
 - 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 provide a high-level and culturally responsive front desk, online and telephonic customer service that meets the expectations of the community.
 - 3.2.2 To provide a high standard of administrative services that support the day-to-day operations of the organisation.

4. Roles & Responsibilities

Customer Service

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

- Deliver a positive and professional service to internal and external customers via telephone, in person and/or email.
- Identify, review and implement strategies to increase service quality and efficiency.
- Promote a positive image of the Shire of Quairading.
- Maintain a professional customer service and office area, including general tidying, upkeep and monitoring of display and promotional material.
- Record customer requests into the system and ensure follow-up with the relevant employees.
- Receive and receipt customer payments (cash, EFTPOS and cheque).
- Complete daily mail and banking run requirements.
- Complete start and end of day procedures.
- Raising and lowering of the Australian flag and other recognised flags ensuring correct protocols are followed.
- Administer customer service systems, processes and service levels.
- Comply with the Customer Service Charter.

Administration

Manage the administrative requirements and general office functions.

- Perform administrative functions to ensure the office operates effectively.
- Administer matters relating to Department of Transport Licensing.
- Administer matters relating to bookings and enquiries for Council's buildings and facilities such as the hall, community bus, swimming pool and sportsground.
- Administer matters relating to annual dog and cat registrations and renewals.
- Administer the key management procedures and key registry administration.
- Assist in matters relating to Fines and Enforcement Registry (FER).
- Assist in matters relating to cemetery (funeral) requests and bookings.
- Manage the office requirements for stationery, cleaning and general office supplies including stocktake.
- Manage and distribute all correspondence in the Shire's email inbox.
- Maintain records and filing systems in accordance with established procedures.
- Produce reports and correspondence in a timely and accurate manner.
- Ensure compliance with all policies and procedures.

5. Selection Criteria

Qualification	Essential	Desirable
Year 12		✓
Completion of appropriate Customer Service course		✓
Drivers Licence "C" Class - Unrestricted	✓	

Key Skills, Knowledge & Experience	Essential	Desirable
Experience in a customer service environment to members of the public	✓	
Experience in an office environment and working with procedures and policies	✓	
Demonstrated computer and data entry skills (Microsoft office highly regarded)	✓	
Proven cash handling skills, receipting knowledge and understanding of end of day balancing register requirements		✓
Experience with booking systems and bookings management		✓
Experience with Department of Transport Licencing		✓
Experience in the preparation of work schedules and managing rosters		✓
General knowledge of services provided by a local government		✓

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	✓	

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 *National Employment Standards;*
- 6.1.6 *Equal Opportunity Act 1984;*
- 6.1.7 Code of Conduct;
- 6.1.8 Customer Charter; and
- 6.1.9 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 3	
Gross Wage per Hour	\$31.9737 per hour	Paid fortnightly to nominated bank account
Gross Annual Salary	\$63,180	
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 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.	