



## TITLE: POSITION VACANT - CUSTOMER SERVICE OFFICER

Closing Date: 29 September 2022 4.00pm

The Shire of Woodanilling is seeking an enthusiastic and experienced Customer Service Officer to join our friendly and supportive team on a permanent basis.

As a Customer Service Officer you will deliver attentive customer service at first point of contact; engage with our community and visitors by identifying their needs and providing information, solutions and cashiering services to resolve their reason for contact.

Process, receipt and refer incoming applications, registrations and bookings, including venue hire. Processing payments, issue receipts, reconcile daily takings and prepare bank deposits. Records Management is also part of this role and experience would be favourable.

This position holds the role to undertake the Shire's Department of Transport Licensing where the appropriate person will be trained.

### The rewards

As part of our team, you will enjoy:

- Flexibility and support
- Investment in you and your career
- A strong focus on employee wellbeing and safety
- Up to 16% Shire superannuation contribution

We embrace diversity and encourage applications of diverse backgrounds to join us in servicing our community for the future.

### To be considered for this role you will be able to demonstrate and list the following:

- Behaviour that positively demonstrates the Shire's values
- Exposure to customer service experience
- Demonstrate administration experience
- Exposure to computer skills, including the use of MS Office, Internet, Email and databases
- Excellent interpersonal skills
- Good numerical and literacy skills

Cash handling experience and knowledge of Local Government structure and function will be highly regarded.

For all position related requirements please refer to the Position Description – [Customer Service Officer \(LINK\)](#)

Further position related enquiries can be directed to Mike Hudson on (08) 9823 1506 or email to [emi@woodanilling.wa.gov.au](mailto:emi@woodanilling.wa.gov.au)





Applications addressed to the undersigned should be sent to [shire@woodanilling.wa.gov.au](mailto:shire@woodanilling.wa.gov.au) or mailed to Shire of Woodanilling, PO Box 99, Woodanilling, WA 6316 by **4.00pm 29 September 2022**.

The Shire of Woodanilling reserves the right to commence interviewing prior to the application close date and close this position for applications early should a suitable candidate be found.

The Shire of Woodanilling is an Equal Opportunity Employer and is committed to creating an equitable and diverse workplace. We are actively encouraging people with disability, people from culturally diverse backgrounds and Aboriginal and Torres Strait Islanders to apply for available positions.

**Mike Hudson**

**Acting Chief Executive Officer**





# CUSTOMER SERVICE OFFICER

## POSITION DESCRIPTION



<b>1. POSITION DETAILS</b>			
<b>Position:</b>	Customer Service Officer	<b>Position classification:</b>	LGO Level 2-4
<b>Directorate:</b>	Corporate Services	<b>Employment type:</b>	Full Time – 38 hours per week
<b>Department:</b>	Corporate	<b>Location:</b>	Woodanilling Administration Office
<b>2. ORGANISATIONAL RELATIONSHIPS</b>			
<b>Responsible to:</b>	Chief Executive Officer		
<b>Supervision of:</b>	Nil		
<b>Internal and External Liaison:</b>			
Internal	All Staff		
External	Ratepayers Other Stakeholders General Public		
<b>3. POSITION OBJECTIVES</b>			
<ul style="list-style-type: none"> <li>• Provision of administrative and secretarial support.</li> <li>• To provide back up support for other finance/administration positions as required.</li> <li>• Operate and maintain all associated duties in accordance with the Shire of Woodanilling's policy and procedures.</li> <li>• Maintain a high standard by completing works efficiently and effectively.</li> <li>• Demonstrate a commitment to work safely, effectively and efficiently by ensuring all duties are carried out in a professional manner consistent with the Code of Conduct and Shire of Woodanilling policies and procedures.</li> </ul>			
<b>4. KEY DUTIES / RESPONSIBILITIES</b>			
<b>Administration</b>			
<ul style="list-style-type: none"> <li>• Be the first point of call for all visitors and incoming telephone calls for the Council.</li> <li>• Ensure visitors and guests are correctly advised and are dealt with in a professional manner at all times.</li> <li>• Ensure that each telephone call is greeted in a courteous and professional manner at all times and pass on all messages for officers in their absence.</li> <li>• Ensure the Office, Library, Council Chambers and Kitchen are kept in a clean and tidy condition at all times.</li> <li>• Collect and record mail from, and take mail to post office daily.</li> <li>• Ensure pamphlet and flyer stand information is up to date and stocks are maintained.</li> <li>• Ensure staff business card stock is kept plentiful and organise replenishments as necessary.</li> <li>• Ensure relevant Shire newspaper articles and advertisements are copied and/or scanned on a weekly basis, Shire Directory.</li> <li>• Keep printers topped up (daily) with paper and order new toner and ink as required.</li> <li>• Liaising with other staff members as to any specific stationary requirements.</li> <li>• Regular checking of Council's paper/envelope stocks and order as necessary (particularly before Rates notices are processed).</li> <li>• All other duties as directed by the Chief Executive Officer.</li> </ul>			
<b>Facilities</b>			
<ul style="list-style-type: none"> <li>• Liaise with Customer Service Officer regarding all bookings.</li> </ul>			

- Receive bookings for all Shire facilities and record on Shire calendar as well as recording completed booking forms and receipting fees.

#### **Cashier**

- Receipting of all monies onto the financial management system.
- End of day reconciliation of the cash drawer and preparation of bank deposits.
- Filing of receipts and reports on a daily basis.

#### **Animal Registration**

- Forward animal complaints/queries.
- Process animal registrations.
- Assist in maintaining animal registration database.
- Assist to compile and post yearly animal registration renewal notices.

#### **Library**

- Assist with the day to day operation of the Library.
- Check VDX for Inter Library loan requests daily.
- Assist with annual Library stocktake and any other Library related reporting ie annual stocktake, bi monthly returns.

#### **Central Records**

- Manage the Shire's Central Records system.
- Recording of emails and records as required.

#### **Media**

- Post information to Facebook as requested.
- Upload documents to the Shire Website as requested.
- Assist with the production of the Wongi

### **5. SKILLS and EXPERIENCE**

#### **Qualifications**

- Local Government or business-based qualifications would be highly valued but are not essential.
- Canva/Publisher experience.
- Current Western Australia Motor Driver's Licence.
- National Police Clearance prior to employment.

#### **Experience**

- Demonstrated office experience in a similar position within local government or private enterprise.

#### **Skills:**

- Demonstrated ability to communicate clearly, concisely and unambiguously, and consult effectively with relevant stakeholders.
- Ability to maintain effective relationships with Council, community, management and staff.
- Tact and diplomacy
- The ability to research, digest, analyse and present material clearly and concisely.

#### **Knowledge**

- Knowledge of local community.
- Social Media savvy ☺
- Working knowledge of Microsoft Word and Excel.

#### **Personal Qualities**

- The ability to work under pressure and tight deadlines.
- Honesty and reliability.
- Self-motivating.
- Attention to detail.
- Discretion and trustworthiness; you will often be party to confidential information.

## 6. EXTENT OF AUTHORITY

Operates under the general direction of the Chief Executive Officer within established guidelines, policies and procedures of Council as well as the statutory provisions of the *Local Government Act 1995* and other legislation.

## 7. OHS REQUIREMENTS

- Follow all Work Health and Safety guidelines, policies and procedures.
- Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work.



Approved by the Chief Executive Officer

Date: 21 / 09 / 2023