

Customer Service Officer

Position Description

Date 24 July 2026

Version 1.0

Space to Grow

Bolgart Calingiri Gillingarra Mogumber
New Norcia Piawaning Yerecoin

1. Position Details

Position:	Customer Service Officer (Front Counter) - Administration		
Directorate:	Finance and Administration		
Department:	Finance and Administration – Customer Service Administration		
Award:	Local Government Officers' (Western Australia) Interim Award 2021		
Status:	Part-Time	Hours of work:	40 Hours per fortnight

2. Position Overview

This role provides a dedicated Customer Service for the residents and constituents of the Shire of Victoria Plains. This role ensures that customer enquiries, housing, and receptions needs are provided professionally, accurately and timely. This role also provides administrative and secretarial support to the Finance and Administration department.

3. Position Objectives

Primary:	The primary function of the Customer Service Officer – Administration role is to provide efficient and professional customer service to the public, including managing enquiries, front counter services, Shire property bookings, and library needs professionally, accurately and in a timely manner.
Secondary:	This role includes administrative tasks and supports other administration staff, under the direction of the Deputy CEO.

4. Key Duties/Responsibilities

The position is responsible for undertaking the following responsibilities within the Finance and Administration Department, in accordance with the tasks specified under each Key Result Area.

Work Health and Safety and General Responsibilities	Demonstrate a strong commitment to Work Health and Safety including risk management and take all reasonable care in the performance of duties to prevent injury to yourself and others. Responsibilities include: • Perform any other reasonable duties as directed. • Support and adhere to Shire's policies, procedures and Code of Conduct. • Comply with Work Health and Safety procedures and policies.
Key Duties	• Complete customer requests and process payments received via the front counter, telephone, email or mail in a professional, accurate and timely manner. • Perform cashiering duties, including receipting, balancing and end-of-day banking. • File daily receipting reports. • Provide accurate information and quality customer service via face-to-face, telephone and email channels to internal and external customers. • Liaise with staff across all departments, to obtain information and resolve customer enquiries. • Maintain current knowledge of Shire services, procedures and relevant changes to ensure the delivery of professional and timely customer service. • Adhere to the Shire's Customer Service standards, principles and policies. • Monitor and distribute emails to relevant staff. • Provide reception services and process cash receipting in accordance with established procedures. • Maintain records and filing systems in accordance with established procedures. • Process Customer Service Requests in accordance with established procedures. • Complete monthly CRMS reporting. • Register and maintain electronic records. • Assist with Library operations and functions. • Maintain the CouncilFirst email distribution list. • Review and update the Shire website as required. • Maintain the Attractive Items Register. • Prepare and restore the Council Chambers before and after Council Meetings. • Assist with catering for council meetings and other Shire functions as directed.

	• Co-ordinate Shire functions as directed. • Receive and process Dog and Cat registrations in accordance with relevant legislation • Maintain records of rental payments to ensure tenancy accounts remain current and reconcile rental payments with CouncilFirst on a quarterly basis. • Respond to maintenance requests by liaising with the Senior Customer Service Officer and Depot staff to coordinate maintenance of Shire-owned properties. • Assist with SMS data software capability. • Complete the monthly checklist within required timeframes. • Receive and process incoming mail. • Perform any other duties consistent with the level and responsibilities of the position, as directed by management.
Other Responsibilities	• Maintain and update necessary information within Council First. • Provide support and respond accurately and promptly to requests for information, both verbally and in writing. • Provide assistance, as required, to the Chief Executive Officer. • Provide assistance, as required, to the Deputy CEO. • Provide assistance, as required, to the Personal Assistant. • Provide assistance, as required, to the Finance Coordinator. • Provide assistance, as required, to the Senior Management. • Be responsible and accountable for the official records created and received in accordance with relevant legislation, policies and procedures • Maintain and accurately file documents within the records management system. Undertake ad hoc duties as directed by the Deputy CEO including but not limited to: • Draft correspondence and letters as required. • Conduct research and information gathering for audit requirements • Prepare and maintain spreadsheets and financial databases. • Assist with audit and record-keeping activities. • Copy, collate and distribute Shire information, including rate notices, guides and directories. • Assist staff with grant-related and library initiatives. • Gather and maintain rates and pensioner information.

Records Management	Ensure electronic information and records are managed in accordance with the State Records Act 2000 (WA) and other relevant legislation, in consultation with the Senior Administration / Records Officer as appropriate to the position.
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5. Organisational Relationships

Directly reporting to:	Deputy CEO		
In Supervision of:	N/A		
Internal liaison:	• CEO • Works and Services Manager • Environmental Health/Building Officer • Finance Coordinator • Executive Support Officer • Other Council Staff Members	External liaison:	• Ratepayers • General Public

6. Level of Influence

This section outlines the level of autonomy and decision-making expected of the position

Work Health & Safety	Responsible for communicating, reporting and escalating Work Health and Safety (WHS) issues to relevant stakeholders to assist in eliminating or mitigating risks and maintaining a safe work environment, including: • Staff Members • Deputy CEO • CEO, • Other Council Staff • Members of the Public, that may eliminate or isolate risk, for safe operations.
Equipment maintenance	Responsible for the appropriate use, care and basic maintenance of equipment in accordance with manufacture guidelines and Council procedures. Any equipment faults or issues, including Information Technology (IT) related issues, must be reported promptly to the Deputy CEO.

7. Level of Influence

This position operates –

- Under the direction of the Deputy CEO
- Within established Shire policies, guidelines and procedures.
- In accordance with the provisions of the *Local Government Act 1995* and other relevant legislation.
- With a moderate degree of autonomy in the performance of routine duties.

8. Work Health and Safety Requirements.

- Comply with the requirements of the *Work Health and Safety Act* and associated regulations.
- Follow all Work Health and Safety policies, procedures, guidelines and safe work practices.
- Take reasonable care for your own health and safety and ensure that your actions or omissions do not adversely affect the health and safety of others.
- Assist with the investigation and documentation of accidents, incidents and near misses, as required.
- Participate in risk assessments, hazard identification and the implementation of appropriate control measures.
- Identify potential hazards and recommend appropriate corrective actions.
- Report all hazards, accidents, incidents, near misses and unsafe conditions arising in the course of work.
- Contribute to workplace safety initiatives and continuous improvement activities.

9. Local Government Act, Policies & Procedures.

- Adhere to all Council policies and procedures, including but not limited to:
 - Code of Conduct
 - Work Health and Safety
 - Financial Management
 - Use of Shire assets and equipment
- Comply with all relevant statutory obligations, including but not limited to:
 - Local Government Act 1995
 - Local Government Regulations
 - Purchasing
 - Gifts and Benefits
 - State Records Act 2000
 - Other legislation relevant to the position.

10. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participate in performance management processes and Learning and Development activities, including induction, training and professional development opportunities, as required.
- **Work Health and Safety** – Exercise a duty of care in accordance with (WHS) legislation and follow all safety and injury management processes including, the reporting of hazards injuries, incidents and near misses.
- **Ethical Behaviour** – Demonstrates a commitment to Equal Employment Opportunity principles and comply with all relevant legislation relating to workplace discrimination, harassment, victimisation and bullying. Adhere to the Shire's Code of Conduct and all Council's policies and procedures.
- **Records Management** - Ensure all records and documents are managed in accordance with the Shire's Record Keeping Plan, policies and procedures. Maintain confidentiality and protect sensitive information at all times.
- **Financial Accountability** – Assist in the effective administration of financial processes and ensure transactions and records are maintained accurately and in accordance with Council policies and procedures.
- **Organisational Awareness** – Understand the Shire's strategic objectives and contribute to their achievement through the effective performance of duties and the provision of high-quality customer service.
- **Values** – Contribute to a positive and respectful workplace culture while demonstrating the Shire of Victoria Plains Values;
 1. **Integrity** – we take responsibility for our actions in an honest and open way.
 2. **Courage** - we take steps to create new and better ways of doing business.
 3. **Accountability** - we take responsibility for decisions and actions to achieve outcomes.
 4. **Respect** - we consider and value the perspective and contribution of others.
 5. **Excellence** - we continuously improve our performance to achieve outstanding outcomes for the Shire of Victoria Plains.

11. Selection Criteria

Category	Criteria
Attributes	ESSENTIAL: • High degree of personal integrity. • Deal with matters in a confidential and professional manner. • Promote a positive image for council. • Ability to work amongst a team. • Flexible approach to work. • Attention to detail. • High regard to continuous learning and improvement. • Positive outlook and attitude. • High level of respect for work, customers and all team members. • Ability to work unsupervised and be self-motivated. • Ability to multi-task, working within given timeframes and constraints.
Qualifications	ESSENTIAL: • Hold a valid licence, C class or higher. DESIRABLE: • Qualifications in Business or Administration or related qualification.
Knowledge	ESSENTIAL: • Working knowledge of Council's operations, services and facilities. • Developed knowledge of Microsoft Office Suite (word, publisher, excel and outlook). • Basic knowledge of Local Government in Western Australia. • Appreciation for the importance of workplace health and safety responsibilities of both the employer and the employee.

Experience	ESSENTIAL: • Experience in a similar position. • Experience in a busy customer focused environment. • Experience in cash handling. • Experience in an administration/clerical role. DESIRABLE: • Experience in Local Government.
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Skills	ESSENTIAL: • Strong customer focus and commitment to providing quality customer service with a demonstrated ability to relate to people from diverse backgrounds. • Well-developed communication and interpersonal skills, characterised by patience, clarity and empathy in face-to-face, written and telephone interactions. • Demonstrated ability to use diplomacy, respect and negotiating skills when dealing with difficult or challenging customer situations to achieve positive outcomes. • Ability to develop and maintain positive working relationships with staff across the organisation and work collaboratively to achieve effective service delivery. • Demonstrated ability to prepare draft letters, memos and other correspondence using computer software applications. • sound organisational and time management skills with the ability to prioritise workloads and meet deadlines. • Ability to maintain a high level of confidentiality, discretion and professionalism. • Ability to work effectively in an environment with changing and sometimes competing priorities. • Ability to work effectively under pressure while maintaining a productive and efficient work output in a busy environment. • Demonstrated ability to actively listen, interpret and respond appropriately to requests and enquiries. • Well-developed literacy and numeracy skills with a high level of attention to detail and proficient keyboard skills. • Ability to assist with the training and support of staff as required.
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12. Performance and Position Description Review

In accordance with the Local Government Act 1995, a formal performance review will be conducted at least annually. Additional performance reviews may be undertaken in accordance with the Shire's Human Resources policies or where performance issues need to be addressed.

This Position Description may be reviewed and updated from time to time to reflect changes to the role, following consultation with any employee(s) affected by those changes.

13. Acknowledgement and Acceptance

This Position Description is intended to describe the primary responsibilities and key outcomes of the position. It is not intended to be an exhaustive list of all duties and responsibilities associated with the role.

The incumbent may be required to undertake other duties, projects or activities that are consistent with the level, skills and classification of the position.

This position is subject to ongoing change and continuous improvement in processes, practices, knowledge, skills and behaviours to support the Shire of Victoria Plains in delivering effective and efficient services to the community. The incumbent is expected to actively participate in and contribute to this ongoing development.

This Position Description has been reviewed by the undersigned parties and represents an agreed understanding of the role's responsibilities and requirements as at the date of appointment and/or review.

ACCEPTANCE			
Deputy CEO	Name:	Signature:	Date:
Chief Executive Officer	Name:	Signature:	Date:
Employee	Name:	Signature:	Date: