

POSITION DESCRIPTION

1. POSITION DETAILS

Position:	Customer Service Officer		
Department:	Finance and Administration		
Directorate:	Administration		
Award:	Local Government Officers		
Status:	Casual	Hours of work:	

2. POSITION OVERVIEW

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, licensing, and receptions needs are provided professionally, accurately and timely. This role also provides administrative and secretarial support to the Finance and Administration department.
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3. KEY DUTIES / RESPONSIBILITIES

To conduct the following responsibilities in the Finance and Administration Department, in accordance with the tasks within each Key Result Area:

Work Health and Safety and Risk Management Responsibilities	Demonstrate a strong commitment to Work Health & Safety including risk management and must take all reasonable care in the performance of duties to prevent injury to self and others. Tasks include: • Perform work in a safe and healthy manner and abide by the Shire's and legislative safe work procedures, instructions and safety management practices. • Correct or report unsafe situations, workplace incidents, accidents or damage and use safety equipment and devices as specified. • Participate in activities associated with the management of workplace safety. • Use appropriate personal protective equipment as directed. • Comply with the Shire's Risk Management Policy Procedures. • Must comply with the Council Work Injury Management Program.
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Key Duties	Customer Service • Complete customer requests and payments received via front counter, over the phone or by mail in a professional, timely and accurate manner. • Deliver quality and accurate information and services over face-to-face, telephone and email both internally and externally to customers. • Liaise with other staff members, including other departments, to gain information and resolve customer queries. • Stay up to date with changes to ensure a professional and timely service. • Adhere to Customer Service standards, principles and policies. • Deposit funds received at bank. • Responsible for maintaining Customer Relations Management System (CRMS) including monthly reporting of statistics and follow up of outstanding cases. • Issue customer surveys at least annually and no later than May. This can take various forms including electronic or print. Finance • Perform duties as a cashier, including receipting, balancing and end-of-day banking. • Reception and cash receipting in accordance with established procedures. • Receipt payments from daily bank account downloads. • Receipt BPAY payments from the daily download. • Capture daily receipting reconciliations into CouncilFirst Records. Administration • Maintain and distribute emails to relevant staff. • Maintain records/filing system in accordance with established procedures. • Register electronic records. • Prepare Chambers for Council Meetings. • Arrange catering for council meetings and other Shire functions as directed. • Co-ordinate other Shire functions as directed. • Deliver newsletter to Agencies (Traders) • Receive and process Dog and Cat registrations in accordance with the Dog Act and Cat Regulations. • Manage the Animal Registration database in CouncilFirst and be the liaison point for Ranger Services administration, PetsWA.
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- Provide assistance for Department of Transport customers, including receipt of payments and new licence applications.
- Maintain cemetery records accurately and liaise with funeral directors in a timely and efficient fashion in accordance with established procedures.
- Procure and manage stationery requirements for the shire within the budget allocation.
- Procure and manage minor equipment for the Administration section within the budget allocation.
- Manage property and equipment insurance claims and liaise with the Depot to register and reconcile all insurance claims, providing a status report monthly to Deputy CEO.

Shire Facilities

- Administer the bookings of Shire facilities.
- Maintain council housing records in accordance with established procedures including the coordination of annual maintenance program in consultation with Building Officer.
- Oversee the shire gymnasium ensuring customer service requests or broken equipment are captured and repaired, provide feedback on the cleanliness and feedback on improvements that can be made.
- Manage and maintain the Shire rental properties. This includes aged housing, staff housing and rent on other shire owned buildings.
- Keep a record of rents paid to ensure tenancy rental remains current.
- Responsible for raising rental issues with the Deputy CEO and/or Chief Executive Officer in a timely and professional manner.
- Liaise with the Depot Staff regarding maintenance required on Shire owned properties (gardens).
- Liaise with handyman services to undertake routine maintenance in accordance with budget allocation of shire properties.
- Engage contractors to undertake emergency repairs.
- Respond to Shire housing maintenance requests in an appropriate and professional manner.
- Update Tenancy Agreements as required.
- Manage house vacancies and applications to let.

Other Responsibilities	• Maintain and update necessary information on CouncilFirst Records. • Provide support and accurate, timely response to requests for information in both written and formal means. • Monitor procedures to improve performance in administrative and workflow processes in conjunction with the customer service team and system requirements. • Provide assistance, as required, to the Chief Executive Officer • Provide assistance, as required, to the Deputy CEO • Provide assistance, as required, to the Executive Assistant • Provide assistance, as required, to the Finance Coordinator • Provide assistance, as required, to the Senior Management • Responsible and accountable for the official records he/she creates and receives according to relevant legislation, policies and procedures. • Undertake Department of Transport licencing. • Any other duties consistent with the level of the position as directed by management.
Records Management	Ensure electronic information and records are managed according to the WA State Records Act 2000 and other relevant legislation in consultation with the Senior Administration / Records Officer as appropriate to the position.

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 highlights the level of autonomy/ decision-making expected of from this role:

Work Health & Safety	Responsible in communicating, reporting and raising any WHS related issues to relevant stakeholders including: • Staff Members • Deputy CEO • CEO, • Other council Staff Members and • General Public, that may eliminate or isolate risk, for safe operations.
Equipment maintenance	In line with equipment manual, operator is responsible in ensuring equip upkeep and maintenance. Any issues, such as IT related issues, should be raised to the direct report – Deputy CEO.

BELOW ARE MANDATORY RESPONSIBILITIES FOR ALL EMPLOYEES AT THE SHIRE

7. EXTENT OF AUTHORITY

This position operates –

- under the direction of –
 - organisational – Deputy Chief Executive Officer
- within established Policies, guidelines and procedures of the Shire, and
- in accordance with the statutory provisions of the *Local Government Act 1995* and other legislation.
- Dedicated supervision position for this role.

8. WHS REQUIREMENTS

- Compliance with Work Health & Safety Act and Regulations
- Follow all Work Health & Safety requirements, 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.
- Undertake risk assessment, hazard identification and control and conduct accident/incident/near misses investigation and documentation.
- Assess possible hazards, recommend and initiate appropriate solutions.
- Report all accidents, incidents, near misses and hazardous situations arising in the course of work.

9. LOCAL GOVERNMENT ACT, POLICIES & PROCEDURES

- Adherence to Council Policy and procedures, in particular, those relating to but not limited to –
 - o Code of Conduct
 - o Occupational Safety and Health
 - o Financial Management
 - o use of Shire assets and equipment
- Compliance with statutory obligations, including but not limited to –
- Local Government Regulations, including but not limited to –
 - o Purchasing
 - o Gifts
- State Records Act

10. CORPORATE ACCOUNTABILITIES

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in Learning & Development activities including induction, recruitment, and succession planning.
- **Work Health & Safety** – Ensure duty of care compliant with WHS legislation and follow all safety and injury management processes appropriately, including reporting injuries, accidents and near misses.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all EEO legislation covering all forms of workplace discrimination, harassment, victimisation and bullying; compliance with the Shire's Code of Conduct and all Shire's policies.
- **Records Management** - Ensures all documents are recorded in accordance with the Shire's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.
- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the Shire's strategic objectives as required
- **Values** - create a positive working environment while upholding 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. DESIRABLE: • Preferred knowledge of the CouncilFirst program. • Preferred knowledge of Department of Transport and its Trelis system.

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 demonstrated ability to relate to people from various backgrounds. • Communication and interpersonal skills characterised by patience, clarity and empathy at a personal, written and telephone level. • Ability to use diplomacy, respect and negotiating skills when handling difficult customers to achieve the best possible outcome. • Ability to develop and maintain positive working relationships with staff from other departments and work in conjunction with them to achieve smooth operation. • Ability to prepare draft letters, memos and other correspondence using computer software. • Perform sound organisational and time management skills to organise own work to establish priorities and meet deadlines. • Maintain a high level of confidentiality and professionalism. • Ability to work in an area with changing and sometimes conflicting priorities. • Ability to maintain productive and efficient output in a busy work environment. • Ability to actively listen to and action requests. • Ability to work under pressure. • Literacy and numeracy skills with attention to detail and developed keyboard skills. • Ability to assist with staff training, where required.
Pre-employment	ESSENTIAL: • Medical Certificate ensuring fitness to carry out duties required of the position – may include drug and alcohol screening test. • National Police Clearance Certificate not more than 3 months old • Proof of Working rights – eligibility to work in Australia.

12. PERFORMANCE & POSITION DESCRIPTION REVIEW

In accordance with the Local Government Act 1995, a mandatory performance is required annually at the minimum, however the employer can conduct performance reviews in line with human resources policy or to address performance issues. This position description can be reviewed in line with changes to the role at any point in time and in consultation with the employee(s) that will be affected by the changes.

13. ACKNOWLEDGEMENT & ACCEPTANCE

This position description is aimed at describing the core output and not intended as a complete list of responsibilities, with the focus being on key outputs and flexibility.

I may be required to perform other duties that are consistent with my classification and skills set including temporary activities or projects.

My position is subject to continuing change and improvement of processes, practices, knowledge, skills and behaviours as expected by the Shire of Victoria Plains to ensure effective and efficient level of high service delivery and this position description facilitates this development that I will actively invest in.

The Position Description was reviewed by the undersigned persons and represents an agreed description of the position roles and responsibilities as at the date of employment and/or review process.

ACCEPTANCE			
Chief Executive Officer	Name: Sean Fletcher	Signature:	Date:
Deputy Chief Executive Officer	Name: Colin Ashe	Signature:	Date:
Employee	Name:	Signature:	Date: