



POSITION DESCRIPTION

CUSTOMER SERVICE OFFICER

POSITION TITLE:	Customer Service Officer
AWARD:	Local Government Officers' (Western Australia) Award 2021
LEVEL:	2/4 depending on experience, salary commencing from \$48,613.95
HOURS:	8.30am – 5pm Monday – Friday with 30 minutes for lunch break based on 19 day month rostered day off
DIRECTORATE	Corporate Services
POSITION ACCOUNTABLE TO	Deputy Chief Executive Officer

Position Accountable for:

Position Title	Level	Number of Staff
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Nil

Liases with: Internal

All Shire Staff and Councillors

External (includes but not limited to): Other local authorities, Department of Transport, Volunteers, Ratepayers, Residents, Government Departments, Consultants and Developers.

Shire of Woodanilling Values:

In dealing with individuals, landowners, the community and organisations the Council will:

- Be fair;
- Be honest, open and accountable;
- Respect the views and rights of individuals and groups;
- Be receptive as everyone in the community counts;
- Will recognise the increased awareness that a small community brings;
- Will provide an atmosphere of energy, excitement, optimism and positiveness; and
- Will facilitate group discussion and help to overcome stumbling blocks and conflict.





Position Summary:

This position is responsible for working with the Administration/Finance Teams.

Responsibilities of Position:

Listed below are the primary Key Result areas of the position. The list is not exhaustive and the occupant of the position may be required to undertake other duties that could reasonably be expected of a person occupying a position at this level.

Key Responsibilities and Duties	
Administration/Reception	<ul style="list-style-type: none"> • Be the first point of call for all visitors and incoming telephone calls for the Council. • Ensure visitors and guests are correctly advised and are dealt with in a professional manner at all times. • 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. • Ensure the Office, Library, Council Chambers and Kitchen are kept in a clean and tidy condition at all times. • Put the flags up and take down each day. • Collect and record mail from, and take mail to post office daily. • Provides back up to Administration Support Officer for administrative support to the Works Department. • Ensure pamphlet and flyer stand information is up to date and stocks are maintained. • Ensure staff business card stock is kept plentiful and organise replenishments as necessary. • Ensure relevant Shire newspaper articles and advertisements are copied and/or scanned on a weekly basis, Shire Directory. • Keep printers topped up (daily) with paper and order new toner and ink as required. • Liaising with other staff members as to any specific stationary requirements. • Regular checking of Council's paper/envelope stocks and order as necessary (particularly before Rates notices are processed).
Transport Licensing	<ul style="list-style-type: none"> • Undertake the 5 day Department of Transport Training. • Process Driver and Vehicle licensing payments and services. • Attend to licensing queries. • Liaise with Department of Transport on all matters associated with licensing.
Facilities	<ul style="list-style-type: none"> • Liaise with Administration Support Officer regarding all bookings. • Receive bookings for all Shire facilities and record on shire calendar as well as recording completed booking forms and receipting fees.
Cashier	<ul style="list-style-type: none"> • Receipting of all monies onto the financial management system. • Balancing of the daily transport licensing takings and receipting onto the financial management system.



	<ul style="list-style-type: none"> • End of day reconciliation of the cash drawer and preparation of bank deposits. • Filing of receipts and reports on a daily basis.
Animal Registration	<ul style="list-style-type: none"> • Forward animal complaints/queries to DCEO for attention. • Process animal registrations. • Assist in maintaining animal registration database. • Assist to compile and post yearly animal registration renewal notices.
Library	<ul style="list-style-type: none"> • Manage the day to day operation of the Library. • Check VDX for Inter Library loan requests daily. • Undertake annual Library stocktake and any other Library related reporting ie annual stocktake, bi monthly returns.
Central Records	<ul style="list-style-type: none"> • Assist the Administration Support Officer with the Shire's Central Records system. • Recording of emails and records as required.
Media	<ul style="list-style-type: none"> • Post information to Facebook as requested. • Upload documents to the Shire Website as requested. • Assist with the production of the Wongi

Occupational Safety and Health

- Apply current WHS principles and practices within the role.
- Comply with the Work Health and Safety Act and the Shire's OSH policies and procedures.

Corporate Accountability

- Apply the Shire's values every day.
- Comply with the Shire's Code of Conduct, and approved policies and procedures
- Comply with all statutory obligations including the Local Government Act and Equal Opportunity Act.
- Adhere to the provisions of the State Records Act and the Shire's Record Keeping Plan at all times – creating records which would not otherwise be created, registering them into electronic and/or paper systems and retaining and protecting records as required.

Essential Criteria:

- Current C Class drivers licence.
- Well-developed oral, written and interpersonal skills.
- Ability to work independently and collaboratively in a team environment.
- Attention to detail.
- Experience with Microsoft Office programs.
- Willing to undertake DOT licencing training.
- National Police Clearance Certificate prior to employment.
- Must undergo a pre-employment medical check and drug & alcohol screening.

Desirable Criteria

- Experience using Synergy Soft program
- Previous Local Government Administration role desirable but not essential.
- Department of Transport Licencing trained.
- Willing to complete a traineeship if required and undertake additional on the job training or certificates associated with the position.
- Previous office experience.



Shire of Woodanilling



The Shire of Woodanilling is an Equal Opportunity Employer and celebrates diversity in their workforce. Suitably experienced applicants are encouraged to apply for this role.

This position description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the organisation may require the employee to carry out any duties, which are within the employee's skill and competence.

The Shire of Woodanilling enjoys a smoke-free work environment.



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