



SHIRE of WEST ARTHUR

EMPLOYMENT APPLICATION PACKAGE

FOR THE POSITION OF

**CUSTOMER SERVICE
OFFICER**

➡ Applications for this position must be received by
9am Wednesday 12 April 2023

Position Advertisement

Customer Service Officer

The Shire of West Arthur is seeking a self-motivated, enthusiastic and confident person to join the busy administrative team at the Shire of West Arthur, Darkan.

We are looking for someone who has a high level of customer services skills, is well organised and has excellent computer skills. Applicants must be able to work under pressure and enjoy learning new skills in a work environment, ideally be a team player, willing to have a go and take on new responsibilities. The applicant must be prepared to undertake further training in Perth for Trellis (DoT Licensing).

As first point of contact for our customers, the successful applicant will be responsible for answering incoming calls, attending to customer enquiries, receipting, Department of Transport licensing, processing mail, preparing correspondence and other general office duties.

This is a permanent part-time position, 60 hours per fortnight with start and finish times as 8:30AM – 4:30 PM – Monday to Thursday.

The position is offered at level 2 of the Local Government Industry Award 2020, plus over award.

If you would like to find out anything further regarding this position, the application for employment form and application package is available from the Shire's website www.westarthur.wa.gov.au. For a position related queries, please contact Rajinder Sunner or Melinda King.

Applications should include a resume and cover letter, including the contact details of two recent work-related referees. They are to be delivered to the Chief Executive Officer, Shire of West Arthur, 31 Burrowes Street, Darkan, WA, 6392, or lodged electronically to shire@westarthur.wa.gov.au.

Application closing Date: Wednesday, 12 April 2023 at 9:00 AM

Employment Application Package

Shire of West Arthur 31 Burrowes Street DARKAN WA 6392; Telephone (08) 9736 2222; email: shire@westarthur.wa.gov.au

GENERAL CONDITIONS OF EMPLOYMENT Customer Service Officer

Thank you for your interest in this position with the Shire of West Arthur.

These guidelines are to assist you in preparing a written application. Also enclosed is a copy of the advertisement and position description.

If you would like to find out anything further about the position, please contact the Manager Corporate Services, Rajinder Sunner, or Melinda King, on 08 9736 2222 or email mcs@westarthur.wa.gov.au.

General Information

Prior to any offer of employment, the applicant will be required to produce a police clearance. A criminal record does not necessarily disqualify an applicant. If rejection of your application is considered solely because of a criminal record you will be given the opportunity to discuss the matter fully before a final decision is made.

Preparing Your Application

Applicants are not required to separately address selection criteria. Applications should include a cover letter, resume and information about previous employment, experience, education or training, or volunteer roles that relate to this position, including duties and achievements, and at least two recent relevant referees. Along with the name of your referee, please include the relationship to you (e.g. Supervisor), company name and daytime telephone numbers. Written references are not required. Referees may be contacted by the selection panel as part of the selection process for this position.

Applications can be delivered to Chief Executive Officer, Shire of West Arthur, 31 Burrowes Street, Darkan, WA, 6392, lodged electronically to ceo@westarthur.wa.gov.au or by facsimile to 0897362212.

Applications close Wednesday 12th April 2023 at 9am.

Short listing will take place as soon as possible after the closing date.

Probationary Period

A standard probationary period of three (3) months applies to all new appointments. The probation period may also be extended if necessary.

Salary

This level applicable for this position is Level 2 of the Local Government Industry Award (LGIA 2010).

The award rate for Level 2 is \$893.60 per week. The Shire pays an additional 15% above award in the first year of employment and 25% above award in subsequent years. A housing allowance may also apply.

A higher level may be considered for a person with significant experience or qualifications relevant to the position.

Conditions of employment are in accordance with the Local Government Industry Award 2010 (LGIA 2010) including four weeks annual leave per annum and relevant sick and carers leave.

Superannuation

Superannuation of 10.5% in accordance with the Statutory Occupational/Guarantee Fund shall apply. Salary sacrificing is available.

Hours

The hours for this position are Monday to Thursday 8:30 am to 4.30pm with 30 minutes for lunch.

Uniform

An annual uniform allowance applies to this position for the purchase of the local government corporate wardrobe.

Housing

A staff house at subsidised rental may be available if required. Alternatively, the Shire provides a rental subsidy of \$60 per week for employees working in excess of 30 hours per week.

Employment Medical

The successful applicant will be required to provide a medical declaration and may be required to undertake a medical examination prior to an offer of employment.

Police Clearance

Provision of a National Police Clearance not more than three months old will be required by the person chosen as the preferred applicant.

Supporting Documents

Originals of supporting documents must be made available on request (e.g. National Police Clearance, Motor Vehicle Licence/s and Qualifications where applicable).

Relocation Expenses

Relocation expenses may be negotiated with the successful applicant if required.

Study Assistance

Employees who have enrolled for education relevant to their position may have a portion of enrolment fees paid upon successfully completing each nominated subject.

Location Amenities

The Shire is well serviced with various recreation and amenities including supermarket, primary school, swimming pool, post office, childcare, playgrounds, community resource centre, visiting medical practitioners, hotel, cafés, and sporting facilities.

Further information is available from the Shire's web site or the Shire Office.

POSITION DESCRIPTION

1. Position Identification

Title:	Customer Service Officer				
Position Number:		Level:	2	Agreement/Award:	Local Government Industry Award 2020
Department/Section:	Corporate Services				
Date effective:	21 March 2023				

2. Reporting Relationships

Responsible To (Immediate Supervisor)	CEO /Manager Corporate Services/Administration
Supervision of	Nil.
Internal & External Liaison	Customers, community members, shire staff and contractors and suppliers.

3. Position Objectives:

- Provide administrative and customer support including counter, phone, emails.
- Assist with bookings of Shire facilities.
- Assist with advertising including web site, Bleat and public notices.
- Maintain files and record keeping.

4. The key responsibilities of this position are.

- a) Customer and Front Counter Services
 - Respond to customer enquiries including via phone, email, and over the counter. Forward enquiries to appropriate officer as required.
 - Opening and closing of reception, including phone message, locking of strong room and exterior doors, flag.
 - Receipt over the counter transactions and daily balancing of till.
- b) Licensing Services
 - Fulfill legal responsibilities as an accredited Department of Transport Trellis User.
 - Undertake point of service problem solving, sensitive customer enquiries and apply discretion in all circumstances.
 - Liaise with Department of Transport for scheduling of Computer Theory Tests and Hazard Perception Tests.

- c) Finance
- Receipting of rates, cash sales and invoices in Reckon.
 - Receipting of rates in Rate Book Online.
 - Creation of purchase orders in Reckon for signing by appropriate officer.
 - Daily Banking.
- d) Bookings of Shire Facilities
- Take caravan park and chalet booking register including liaising with caretakers on bookings and ensuring all income due is received.
 - Assist with hall booking schedules including booking forms, liaising with cleaners, maintain booking register.
 - Assist with pool key registration and swimming course bookings.
 - Respond to other bookings i.e. oval, youth area, etc.
- e) Record keeping
- Check, print, file and respond as required to emails in the shire email inbox.
 - Maintain the Shire's records including electronic and hard copy.
- f) General
- Keep office tidy, noticeboard up to date and tourism pamphlets current.
 - Assist with preparation of Shire Notes for inclusion in Bleat.
 - Deal with cemetery enquiries and bookings and upkeep cemetery records.
 - Maintain a tidy office environment.
 - Other duties as directed by CEO or managers.
 - Assist with admin schedule including key dates.
 - Assist with fire support and vehicle movement bans.
 - Stationery orders and supplies.

5. The skills, experience, qualifications, and attributes needed to do this job.

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
National (or Federal) Police Certificate (not more than 6 months old)	✓	
First Aid Certificate		✓
'C' class driver's license		✓
Certificate III or IV in relevant field.		✓

<i>b) Experience and knowledge</i>	<i>Essential</i>	<i>Desirable</i>
Developing knowledge of Microsoft Office, internet and email communications	✓	
Sound knowledge of the Shire of West Arthur community		✓

<i>c) Skills, abilities and attributes</i>	<i>Essential</i>	<i>Desirable</i>
Ability to clearly understand and adhere to Council policies and procedures.	✓	
Ability to apply skills learnt in on the job training to the workplace.	✓	
Ability to plan and carry out daily work programs in accordance with assigned schedules.	✓	
Ability to provide a high level of customer service.	✓	
Ability to read and understand written instructions, complete basic forms, documentation and reports	✓	

Ability to work effectively with people of all ages and at all levels of the Shire and with members of the community to produce positive outcomes.	✓	
Developing record keeping skills	✓	

6. Certification

- 6.1 The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job. This position description is indicative now. It is envisaged that the position may be reviewed in the next 12 months.

Prepared by Rajinder Sunner/Melinda King Date 21 March 2023