



POSITION DESCRIPTION

SECTION 1 – POSITION IDENTIFICATION

Title:	Customer Service Officer
Department:	Executive Manager Finance and Support Services
Reporting to:	Customer Service Manager
Salary:	Level 4
Award:	<i>Local Government Officers (Western Australia) Award 2021</i>

SECTION 2 - POSITION FUNCTION

Purpose

The Customer Service Officer is a multi-function professional role responsible for the quality services to the people of Halls Creek, including the surrounding communities and to our visitors. Responsible for the provision of accurate and efficient clerical, cashier, reception, records and administration support to the Shire of Halls Creek (Shire).

The position provides information and advice and performs sales and transactional services, so that the customer service objectives and service delivery standards of the Shire and its partners are met.

SECTION 3 - KEY DUTIES & RESPONSIBILITIES

- Provide a high standard of customer service in the day-to-day operation of the Shire's Customer Service desk.
- Perform customer sales and service transactions.
- Perform all work competently and efficiently and promote a positive image of the Shire to the public.
- Deal with difficult customer situations in a calm and professional manner.
- Maintain a constant drive towards service improvement.
- Maintain accurately which includes handling and processing cash, cheque, credit cards and EFTPOS.
- To ensure (in cooperation with the Records Manager) that all documents for which the Customer Services Officer has responsibility are registered and managed in accordance with the Document Management System approved by the Chief Executive Officer.
- To comply with Workplace Health and Safety legislation and promote safe work practices including ensuring all WHS documents such incident reports, are completed.

Reception & Department of Transport Licensing:

Receives and responds to telephone inquiries directed to the relevant manager or designated staff member and initiates appropriate action.

- Answers telephones, receipting, dealing with licensing and other “front counter” business as required.
- Processes license applications on behalf of the Department of Transport in compliance with relevant legislation and Department of Transport policies
- Coordinates the hire bookings, including entry and exit inspections with relevant parties.
- Assist with administrative duties with regards to road reports, correspondence, membership to the Aquatic and Recreation Centre and complaints.

Other:

- Provide high standards of customer service.
- Maintains knowledge of Shire’s administrative policies and procedures
- Carry out photocopying, scanning and general office duties.
- Report any difficulties pertaining to the delivery of service to the relevant Manager.
- Accurately maintain the Shire’s property filing system, ensuring that all filing is completed.
- Follow the Shire’s Records Management process ensuring all items are correctly categorised and entered as records in line with the process.
- Foster positive and productive working relationships with all departments of the Shire.
- Always maintain strict confidentiality and sensitivity.
- Participate in training and development programs to enhance skills and performance.
- Reports all workplace accidents and hazards to the relevant work health and safety representative.
- Other duties as allocated from time to time.

SECTION 4 - SELECTION CRITERIA

Essential:	<ul style="list-style-type: none"> • Experience in Customer Service and administration • Sound computer literacy, particularly the use of Microsoft Office • Highly developed interpersonal and communication skills including cross-cultural communication. • Management with sound keyboard, numeracy, and literacy skills • Previous experience with cash handling • Demonstrable ability to show initiative, seek solutions to problems within defined areas of responsibility and know when to seek assistance or support. • Demonstrated punctuality and a high level of professional integrity. • Demonstrated commitment to teamwork, and the ability to contribute as a team member. • Demonstrated courteous disposition and helpful and friendly demeanour. • Display a punctual, reliable and positive approach to work.
Desirable:	<ul style="list-style-type: none"> • A relevant qualification in Business (Office Administration), tourism, marketing, or a related field or an equivalent level of training.

Shire Policy Requirements	<p>Police Clearance It is a requirement for all employees of the Shire of Halls Creek to provide a National Police Clearance (prior to employment) and maintain a clear record as it pertains to the requirements of the role, duties and obligations of the position.</p> <p>Medical It is a requirement for all employees of the Shire of Halls Creek to undertake a medical with necessary testing suitable for the role, duties and obligations of the position, which will include a drug test.</p> <p>Driver’s Licence Minimum C class driver’s licence. A copy to be provided upon interview or at commencement.</p>
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SECTION 5 - APPOINTMENT FACTORS

Location	Shire of Halls Creek, HALLS CREEK, WA 6770.
Organisational Relationships	<p>Responsible to: Executive Manager Finance and Support Services</p> <p>Internal and External Liaison: Internal All Council Staff External General Public Councillors Community and sporting groups within the Shire of Halls Creek Federal and State government agencies Visitors to the area and general public Other tourism providers, both in and beyond Halls Creek Events and festivals organisers and / or committees Business operators</p>
Extent of Authority	N/A
Delegation Authority	N/A
Employment Terms	Full time

SECTION 6 - CERTIFICATION

The details contained in this document are an accurate statement of the purpose, duties and role specifications and other requirements of the position.

CEO

Date

Susan Leonard
Chief Executive Officer

I, have read and understood the requirements of the position as detailed in this document.

Employee

Date Appointed