



Position Description

Job Title:	Casual Customer Service Officer- Multi
Reporting To:	Customer Service Manager
Remuneration level:	Local Government Officers (Western Australia) Award 2021 Level 4 Step 1

Position Overview

- The Customer Service Officer is a multi-function professional role responsible for providing quality customer service to the people of Halls Creek.

Key duties and responsibilities

- To provide a high standard of customer service in the day-to-day operation of the Shire's Post Officer, Visitor Information Centre and Shire's Reception 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 comply with Workplace Health and Safety legislation and promote safe work practices including ensuring all WHS documents such incident reports, are completed
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Extent of Authority

- Not Applicable

Selection Criterion

Experience

- Experience in Customer Service and / or Administration
- 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 commitment to teamwork, and the ability to contribute as a team member.
- Demonstrated courteous disposition and helpful and friendly demeanor.
- Display a punctual, reliable and positive approach to work

Desirable

- A relevant qualification in Business (Office Administration), tourism, marketing, or a related field or an equivalent level of training.

Compliance

- It is a requirement for all employees of the Shire of Halls Creek to provide a National Police Clearance and maintain a clear record as it pertains to the requirements of the role, duties and obligations of the position.
- Pre-Employment Medical and Drug Test. 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.

Authorisation

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

Signed Date.....

Susan Leonard
Chief Executive Officer

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

Signed..... Date.....
Employee