

# Position Description – CUSTOMER SERVICE OFFICER

Shire of Donnybrook Balingup 014.V.23.1



## GENERAL OVERVIEW:

<b>Position Title/Number:</b>	Customer Service Officer #014
<b>Directorate/Division:</b>	Finance and Community
<b>Industrial Instrument:</b>	Local Government Industry Award 2020(IA)
<b>Classification/Banding:</b>	Local Government Authority, Level 3
<b>Reports to:</b>	Finance Coordinator
<b>Primary Location:</b>	Administration Office Building – 1 Bentley Street, Donnybrook, WA 6239

## OUR VISION:

“ A proud community enjoying our rural lifestyle, cultural heritage, and natural environment. ”

## POSITION OVERVIEW:

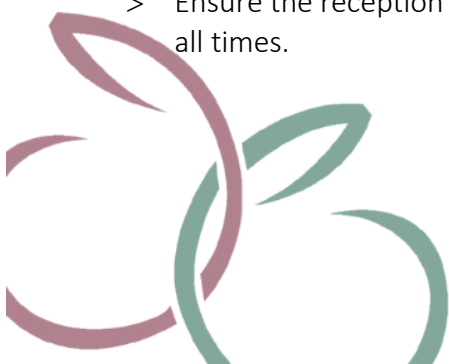
Administer Customer Service functions to ensure the delivery of high-quality administrative Services to both internal and external customers

Provide administration assistance to Financial Services

## POSITION OBJECTIVES:

### Customer Service

- > Providing Customer Service functions to ensure the delivery of high-quality administrative service to both internal and external customers.
- > Directing customers and stakeholders to the appropriate information, resources and channels in a manner that maintains a positive customer experience and ongoing relationships with the Shire, in line with the customer service charter.
- > Process incoming payments accurately and efficiently, including detailed data entry into the Shire's systems and registers.
- > Process and record animal registrations and renewals as required.
- > Process Shire number plates orders by customer request – including maintaining register, payment and liaison with Department of Transport.
- > Provide service to customers on the provision and collection of kerbside waster services including liaising with the service provider.
- > Provide service to customers requiring a water standpipe card and top ups.
- > Assist in end of day reconciliations, prepare bank deposits and facilitate banking.
- > Ensure the reception area is professionally presented and the display areas are fully stocked at all times.



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## POSITION OBJECTIVES (cont.):

### Administration

- > Provide administrative assistance to the Financial Services department when required.
- > Assist in maintaining sufficient stationery stock levels including staff name badges, business cards and other office supplies as required within budget.
- > Assist in maintaining the key cupboard and register.
- > Issue welcome packs to new ratepayers.
- > Assist in organisation of internal functions and events as required.
- > Assist with online bookings for Shire owned hire facilities
- > Assist in maintaining the kitchen, stock levels and cleanliness within budget.
- > Assist in maintaining the Shire photocopiers and copier room, stock levels and cleanliness.
- > Create and retain accurate and complete records in accordance with the Shire's policies and record keeping plan.
- > Raise purchase orders in accordance with the Shire's annual budget and complete purchasing of items such as catering, stationery and kitchen supplies.
- > Assist in other administrative duties and projects as required.

## ORGANISATIONAL RELATIONSHIPS:

<b>Responsible for:</b>	Nil
<b>Internal Relationships:</b>	All Shire of Donnybrook Balingup employees
<b>External Relationships:</b>	Federal and State government agencies, other local governments, community groups, agencies, contractors, staff associations and organisations, private sector stakeholders, ratepayers, local residents, media, and general public.

## EXTENT OF AUTHORITY:

Under the direction of the Financial Coordinator and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the *Local Government Act 1995* and other relevant legislation. Delegated authority in accordance with the Delegations Register.

## POSITION BENEFITS:

<b>Rostered Day Off (RDO):</b>	No	<b>Vehicle:</b>	No
<b>Mobile Telephone:</b>	No	<b>Laptop/computer:</b>	Yes
<b>Gym Membership:</b>	Yes	<b>Wellbeing Program:</b>	Yes



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[www.donnybrook-balingup.wa.gov.au](http://www.donnybrook-balingup.wa.gov.au)

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## CORPORATE RESPONSIBILITIES:

<b>Budget:</b>	Council adopted
<b>Code of Conduct:</b>	All employees are responsible for adhering to the Shire’s Code of Conduct and the policies and procedures that support it.
<b>Workplace Health and Safety (OH&amp;S):</b>	The Shire of Donnybrook Balingup is committed to ensuring the health and safety of its employees. All employees have responsibilities and accountabilities which are identified in Operational Procedure EXE/OP-27 Health and Safety Responsibilities.
<b>Equal Opportunity:</b>	Comply with the Shire’s EO requirements and provide, so far as practicable, an environment that is fair, equitable and free of harassment for staff and those we serve.

## TRAINING MATRIX:

Training can be achieved through many different mediums, including previous experience, formal qualifications and education. The following programs are provided to you, and are compulsory, as a new employee of the Shire of Donnybrook Balingup:

<b>Shire of Donnybrook Balingup Induction:</b>	To be completed within one (1) week of commencement of employment as per contract.
<b>Workplace Health and Safety (OH&amp;S) Induction:</b>	To be completed within two (2) weeks of commencement of employment as per contract.
<b>Records System Training:</b>	To be completed within the first month of commencement of employment as per contract.
<b>Corporate Software (Synergy) Training:</b>	To be completed within the first month of commencement of employment as per contract.
<b>Local Government Induction Training:</b>	To be completed within the first month of commencement of employment as per contract. <i>(Not required for all positions)</i>

## ANNUAL PERFORMANCE REVIEW:

At least once in every calendar year, an evaluation of the position holder’s performance will be conducted by the Manager / Supervisor. The annual review will include an assessment of achievement of the key duties, responsibilities, and key performance indicators (KPIs) and will be used to identify training and development needs.



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## SELECTION CRITERIA:

### Essential Requirements

- > Highly developed customer service skills.
- > Strong computer literacy skills, including Microsoft Word and Excel.
- > Excellent time management skills
- > Ability to organize and attention to detail.
- > Ability to work as an effective team member.
- > Current "C" class drivers licence

### Desirable Experience and Qualifications

- > Knowledge of Local Government.

## ACKNOWLEDGEMENTS:

*The details contained in this position description are an accurate statement of the key duties and responsibilities and other requirements of this position and consideration has been given to any relevant KPIs and objectives.*

### Manager Name:

**Signature:**

**Date:**

*I have noted the statement of the key duties and responsibilities and other requirements as noted in this position description. I also acknowledge that other duties, KPIs and objectives may be assigned to this position as required from time to time to meet the business needs of the organisation.*

### Position Holder

**Name:**

**Signature:**

**Date:**

