

Position Description – SENIOR CUSTOMER SERVICE OFFICER

Shire of Donnybrook Balingup 123 (February 2025)



GENERAL OVERVIEW:

Position Title/Number:	Senior Customer Service Officer
Directorate/Division:	Financial Services (Finance & Corporate Directorate)
Industrial Instrument:	Local Government Industry Award 2020(IA), Level 4
Reports to:	Manager Financial Services
Primary Location:	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:

Oversee and administer Customer Service functions to ensure the delivery of high-quality administrative services to both internal and external customers.

Oversee the transit park operations and bookings.

Provide administration assistance to Financial Services.

POSITION OBJECTIVES:

Customer Service

- > Coordinate transit park operations with Shire officers and manage bookings.
- > Oversee Customer Service functions to ensure the delivery of high-quality administrative services 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 Shire's Customer Service Charter.
- > Oversee and process incoming payments accurately and efficiently, including detailed data entry in the Shire's Systems and registers.
- > Oversee and process the ordering and processing of Shire number plates by customer request – including maintaining register, payment and liaison with Department of Transport.
- > Oversee and process and record animal registrations and renewals as required.
- > Ensure the reception area is professionally presented and the display areas are fully stocked at all times.
- > Assist in processing hall hire applications.
- > Provide service to customers on the provision and collection of kerbside waste services including liaising with the service provider.
- > Oversee and process new standpipe cards, and top ups.



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POSITION OBJECTIVES (cont.):

Administration

- > Oversee that sufficient stationery stock levels are maintained including staff name badges, business cards and other office supplies as required within budget.
- > Oversee that the key cupboard and register is maintained.
- > Assist in the organisation of internal functions and events as required.
- > Oversee and administer petty cash reimbursements and recoups.
- > Oversee and maintain the kitchen, stock levels and cleanliness within budget.
- > Oversee and maintain the Shires photocopiers and copier room, ensuring stock levels and cleanliness.
- > Undertake end of day reconciliations, prepare bank deposits and facilitate banking.
- > Create and retain accurate and complete records in accordance with the Shire's Policies and Record keeping Plan.
- > Oversee the start-of-day and end-of-day tasks, including flag management.
- > Raise purchase orders in accordance with Shire's annual budget and complete purchasing of items such as catering, stationery, and kitchen supplies.
- > Oversee, create, and maintain up to date procedures in line with your role.
- > Display a punctual, reliable, and positive approach to work.
- > Provide administrative assistance to the Financial Services department when required.
- > Supervision of Customer Service Officer.
- > Support the principles of equity and diversity within the workplace to be respectful and inclusive.
- > Be open and accountable in participating in all performance management processes.
- > Participate in learning and development opportunities as agreed.

ORGANISATIONAL RELATIONSHIPS:

Responsible for:	Customer Service Officer
Internal Relationships:	All Shire of Donnybrook Balingup employees
External Relationships:	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:

Delegated authority in accordance with the Delegations Register.



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POSITION BENEFITS:

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

CORPORATE RESPONSIBILITIES:

Budget:	Council adopted
Code of Conduct:	All employees are responsible for adhering to the Shire's Code of Conduct and the policies and procedures that support it.
Workplace Health and Safety (OH&S):	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-7 Work Health and Safety Responsibilities.
Equal Opportunity:	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:

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



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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.

SELECTION CRITERIA:

Essential Requirements

- > Highly developed customer service skills.
- > Strong computer literacy skills, including Microsoft Word, Excel, and Outlook.
- > Excellent time management skills.
- > Ability to organise and attention to detail.
- > Ability to work as an effective team member.
- > Current manual "C" (car) Class Driver's Licence.

Desirable Experience and Qualifications

- > Experience in a leadership role.
- > Working 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: