

Shire of Pingelly

17 Queen Street, Pingelly, Western Australia 6308
Telephone: (08) 9887 1066 Facsimile: (08) 9887 1453 ea@pingelly.wa.gov.au



Employment Application Package

CUSTOMER SERVICE OFFICER

Applications Close 4.00pm, Thursday 14 February 2019

For information on the Shire of Pingelly, visit our website at
www.pingelly.wa.gov.au



Contents

Information for Prospective Applicants	4
Equal Employment Opportunity:	4
Queries:.....	4
Completing your Application:	4
Lodging your Application:	5
The Interview Process:	5
Preferred Applicant:.....	5
Other Requirements:	6
Certification:	6
ADVERTISEMENT:	7
Position Description:	8
POSITION RESPONSIBILITIES:	11
SELECTION CRITERIA OF QUALIFICATIONS, SKILLS & EXPERIENCE:	14

Information for Prospective Applicants

Thank you for your interest in the position advertised by the Shire of Pingelly. Your application is welcome. To assist you in submitting your application, please take the time to read the following information.

Equal Employment Opportunity:

The Shire of Pingelly is an equal opportunity employer. All applications for a position will be assessed against the selection criteria area included in the Position Description.

Queries:

If you have queries about any aspect of the position or regarding your application, please contact the staff member nominated in the advertisement by telephone on (08) 9887 1066.

Completing your Application:

Your application should include the following:

1. A **covering letter**, addressed to the Chief Executive Officer, stating why you are applying for the position and giving details of how you may be contacted during office hours (Monday-Friday 8.30am to 4.30pm). It is strongly recommended that you provide a **convenient telephone number** should you be invited for an interview or if there be any queries regarding your application.
2. A **separate statement** addressing the selection criteria areas. You should address each of the selection criteria under a separate heading. Each of the selection criteria areas heading is to provide an overview of demonstrated experience covering all items or tasks in that area of responsibility for the position.

You should indicate how you meet each selection criteria area by providing examples of events and projects that demonstrate your experience, knowledge and skills. It is recommended that your statements in response to each of the selection criteria be no more than one page. Consideration for the interview is based upon clear demonstration of your ability to meet each of the selection criteria.

3. A **resume or curriculum vitae** which includes your relevant personal details, qualifications, work history, relevant work history, education and professional memberships. Relevant work history should commence with the most recent position you have held as well as the dates/period of employment. In the description of your work history give a brief summary of the duties and responsibilities for each of the positions. The details of your academic qualifications should identify the institution, certificate number and date of issue. You should also include details of any ongoing professional development.
4. The **names and contact details of at least two referees** who can confirm your work history should be included in your resume or curriculum vitae. Referees may be contacted to verify your claims in relation to your prior work performance. **Do not submit original copies of references.**
5. Copies of your qualification(s) or academic records of current studies should be attached to your application. **Do not submit original certificates of your qualifications or academic records.**
6. Information concerning your anticipated commencement date if you are successful.
7. The signed Certification.

Please do not submit applications in plastic folders or include original documents. All documentation should be stapled together in the top left-hand side of the application.

Lodging your Application:

1. Your application must be marked “**Confidential – Customer Service Officer**” on the envelope, and addressed as follows:
Chief Executive Officer
Shire of Pingelly
17 Queen Street
PINGELLY WA 6308

Alternatively you can:

- hand-deliver your application to the Customer Service area at the Shire Offices, 17 Queen Street, Pingelly between the hours of 8.30am – 4.30pm; or
 - forward by facsimile to (08) 9887 1453; or
 - forward by email to ea@pingelly.wa.gov.au provided a signature is included and the document is Microsoft Word or PDF format.
2. Applications must reach our offices no later than the specified closing date (**4pm Thursday 14 February 2019**).
 3. For reasons of equity, late applications will not be accepted. If you are forwarding your application through Australia Post, please ensure that you allow enough time for it to reach us before the closing time.
 4. All applicants lodged will be acknowledged.

Please note all applications received will become the property of the Shire of Pingelly and cannot be returned to unsuccessful applicants.

The Interview Process:

If you are selected for an interview you will be contacted by telephone during office hours. The Interview Panel will generally consist of at least three people.

During the interview the Interview Panel will take notes in order to assess your responses. This will assist in ensuring each candidate is assessed in an equitable and fair manner. If you do not understand a question, you should seek clarification before providing a response.

The Shire of Pingelly has an obligation to be satisfied regarding your qualifications and suitability for the position. If there is any special need for confidentiality, such as your current employer who is not aware of your application, please provide details with your application.

Initially, the reference checks will be limited to your nominated referees and you should ensure that they are aware that contact may be made with them to confirm details. The Shire of Pingelly reserves the right to make checks of the preferred applicants but will not make contact with any current employer unless your prior approval has been obtained, but clearly that will be necessary before appointment can be finalised.

Preferred Applicant:

Prior to any offer of employment being finalised, the preferred applicant will be required to:

- Obtain a satisfactory **pre-employment medical** report from the Shire of Pingelly’s Medical Officer (at the Shire of Pingelly’s expense).
- Produce a current **National Police Clearance** (at the Shire of Pingelly’s expense). A criminal conviction does not automatically exclude you from consideration for employment. Applicants who have a record of conviction are invited to discuss its relevance or otherwise to the position being applied for, with the Interview Panel.
- Provide documentary **proof of motor driver’s license**.
- Documented evidence of **legal entitlement** to work unrestricted in Australia (if relevant).
- Produce original or certified copies of all **relevant qualifications and licences**.

Other Requirements:

Upon appointment, the successful applicant will be required to sign and have witnessed the following documents:

- Shire of Pingelly Code of Conduct.
- Acceptance of the Contract of Appointment.
- Position Description for the job.
- Statutory Declaration in relation to current Drivers Licence (if relevant).

Certification

**Application for the Position of Customer Service Officer
Declaration, Authorisation & Waiver**

I certify that:

- The information contained in this application and the supporting documentation is, to the best of my knowledge and belief, true and accurate in every detail.
- I understand that the Shire of Pingelly reserves the right to verify all information in the application and that any materially false or misleading information will be sufficient reason for my rejection as an applicant, or my dismissal if employed.

I authorise the Shire of Pingelly, or its appointed agents, to make whatever background checks are considered necessary or desirable in order to satisfy itself of my suitability for the position, and to check the accuracy of any information contained in my application or supporting information.

I also acknowledge that any information obtained from any background or reference checks is confidential and I undertake not to seek any access or information concerning such checks.

.....
Signature of Applicant

.....
Date

Note: The Shire undertakes that any information obtained during any background check will only be used for the purpose of verifying information contained in the Application and determining the Applicant's suitability for the position. Any such information obtained will be treated as strictly confidential and will only be made available to the selection panel at the time, and for the purpose of selecting the suitable Applicant.

SHIRE OF PINGELLY
ADVERTISEMENT



CUSTOMER SERVICE OFFICER

FULL TIME POSITION

The position of Customer Service Officer is an existing position that forms a key part of our Corporate Services Team and is offered as a full time position.

The successful candidate will be highly motivated and team focused with a high level of written and verbal communication skills, including advanced computer skills, with an eye for attention to detail, an understanding of OSH, and the *Local Government Act* and its functions will be highly regarded.

A total salary package will be negotiated dependent on qualifications, skills and experience as per the Shire of Pingelly Employee Collective Agreement 2017. The salary package includes a cash amount of between level 3.1 \$43,488 to 3.4 \$52,353, up to 14.5% superannuation, four weeks annual leave, uniform allowance and training as required.

Potential applicants are encouraged to contact Stuart Billingham, Director Corporate and Community Services by phoning (08) 9887 1066 to further discuss the requirements and opportunities for this position. The position description and application package are available by visiting the Shire website at www.pingelly.wa.gov.au.

The Shire of Pingelly offers a busy team environment with all staff being multi skilled and provided with the opportunity to build a career path in local government.

Applicants **must** provide a covering letter outlining why you are applying for this position and include details of relevant experience and qualifications. Your resume must include two work related referees with up to date contact details. Applications must be received by 4:00pm on Thursday 14 February 2019 and addressed to the Chief Executive Officer, Shire of Pingelly and marked Confidential – CUSTOMER SERVICE OFFICER.

The Shire of Pingelly is an equal opportunity employer.

Gavin Pollock
Chief Executive Officer
17 Queen Street
PINGELLY WA 6308

Position Description

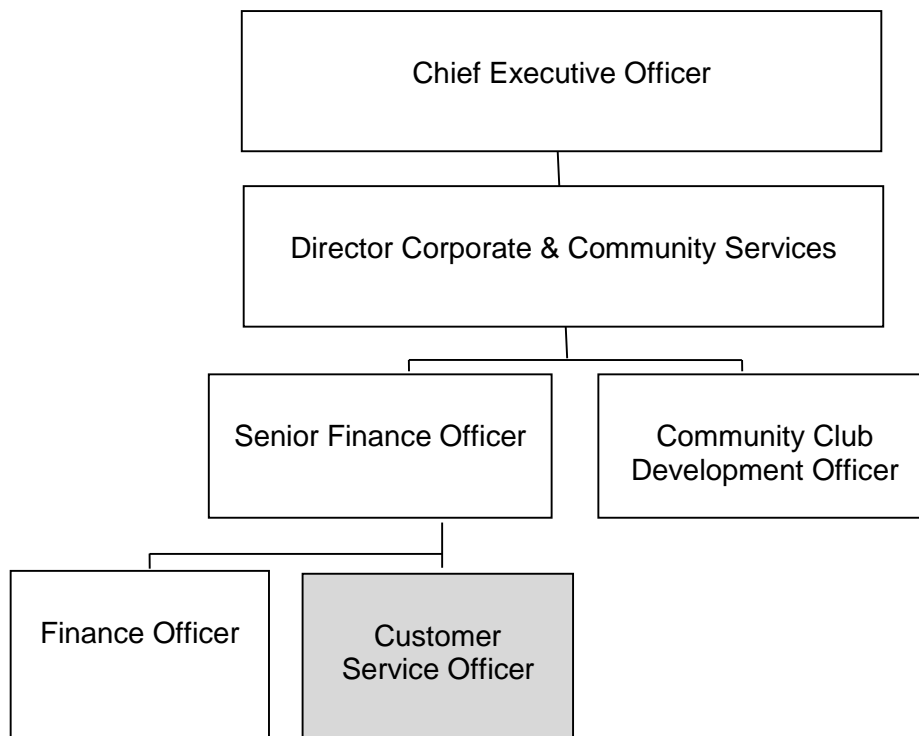


Job Title: Customer Services Officer

Directorate: Corporate & Community Services

Level: 3.1 – 3.4

Reports to: Senior Finance Officer



ORGANISATIONAL VALUES

INTEGRITY: We are open, ethical and honest in our dealings and treat all people with dignity and respect.

COMMITMENT: We are committed to advancing the organisation, maintaining professional standards and our own professional development.

EFFECTIVE TEAMWORK: We complete our own tasks in a professional manner, willingly assist others, ensure team goals are achieved, support team decisions and make positive contributions to the workplace culture.

ACCOUNTABILITY: We are accountable and responsible for our own actions and decisions.

POSITION OBJECTIVES

To assist in the implementation and delivery of quality customer service for the Shire of Pingelly in accordance with Council's strategic and corporate plans for the benefit of the community

To participate in the operations programs, in consultation with the Director Corporate & Community Services and Senior Finance Officer to ensure all tasks are carried out to the highest standards

To assist the Director of Corporate and Community Services in overseeing all operational resources, employees and contractors within the Corporate and Community Services area and ensure that all works are carried out to deliver strategic outcomes

To liaise with the Senior Finance Officer on matters relating to strategic operations along with providing operational support and advice to shire employees in the relation to operational processes and governance within the Shire of Pingelly

KEY RESPONSIBLE AREAS (KRA)

Resources & People Management

Assist the Senior Finance Officer in the Business Unit on a daily basis to ensure the Organisational Values are achieved

Participate in the Performance Review and Assessment process to ensure the development and training as agreed for career and personal development initiatives

To participate in the mentoring of operation area, employee to develop and maintain a sense of loyalty with team ownership including awareness of working in a diverse workforce

Financial Planning & Management

Assist in the control, monitoring and processing of budget expenditure for shire operations under general direction of the Senior Finance Officer

Ensuring the compliance with all relevant statutory financial management and reporting processes or standards

Ensure the development and implementation of the operation programs to complement and achieve outcomes set out in the Integrated Planning Framework

Technical Outcomes

Assist in the delivery of detailed operational procedures and programs for the Business Unit to ensure all work is carried out using quality relevant technical practices in accordance with legislation, regulations and Council policy to deliver productive outcomes

Deliver quality assistance to all shire employees with open lines of communication and be confident in sharing skills and knowledge

Be responsible for the delivery of quality time management by developing detailed process and programs to complete multiple quality projects or tasks on time

Planning & Strategy Management

Assist in the development and implementation of record management plans, processes and programs to deliver best practice outcomes for the Business Unit and associated Service Units

Undertaking administration duties including mail, receipting, timesheets, record keeping, work requests and end of day finances relating to the Business Unit and associated Service Units

Corporate Governance & Quality Management

Assist in ensuring the Business Unit complies with relevant statutory legislation regarding policy, compliance reporting, documentation and record keeping

Treat all councillors, stakeholders and customers with professionalism and dignity by ensuring all points of contact are dealt in a friendly timely efficient manner

Participates in the ongoing improvement of business processes by implementing and recommending improvements to systems and processes to ensure quality project standards are achieved and maintained.

Ensure quality and accurate reports are produced and completed as required in a timely manner

Maintain open communication by providing information for the shire news, corporate discussion, information bulletin, councillor booklet and team meetings

Occupational Health & Safety

Ensure that unit employees are not exposed to hazards and that accidents or significant incidents are properly and promptly reported

Ensure that relevant employees are consulted with regards to changes to premises, plant and equipment which may or will impact on their safety, health and the environment

Ensure that plant and equipment provided is in good condition and suitable for the purpose for which it is to be used

Ensure that there is competent and sufficient supervision to facilitate the work to be carried out in a safe manner as to avoid injury or harm to others and themselves

Ensure that any contractor engaged for the area of authority operates in accordance with Council's required safety and environmental standards

(Note: The above key duties and responsibilities are in accordance with the broad banding principles of the Code of Conduct and Contract of Employment. This is not an exhaustive list of duties and responsibilities of the position as you may be required to undertake additional duties from time to time as directed by the Chief Executive Officer).

POSITION RESPONSIBILITIES

Overall Responsibility

Nil

Principal Operational Responsibility

ADMINISTRATION

Office environment
Customer Service
Stationery and Supplies
Start / End of Day Duties
Mail Process Management
Licencing: Dogs / Cats
Licencing: Motor Vehicles
Records Management
Facility and Bus Bookings
Functions Catering / Kitchen
Key register

FINANCE

Cash Transactions
Property (Shire-owned) File Maintenance

Backup Responsibility

ADMINISTRATION

Executive Administration
Personal Assistance to the CEO
Hospitality / Catering for Council and Exec Visitors
Manage Civic Functions

COMMUNITY SERVICES

Kids Sport Program Management

Participation Responsibility

ADMINISTRATION

Administration Assistance
Office and Administration Coordination
Risk Management/OSH
OSH Coordination
Executive Mail Management
Office Equipment maintenance and supplies
Registers: Complaints
Complaints Officer
Cemetery records
Shire Venue Maintenance
Staff housing maintenance management
Building Maintenance / Capital Works
Corporate and Community Meetings

FINANCE

Titles Register (Shire-owned property)

COMMUNITY SERVICES

Civic Functions
Community Functions
Bushfire Admin Support
Heritage and History
Audience Participation Program
Community and sporting group database
Development and Coordination of Community Programs
and Services
Manage Volunteer Registers
Gym and Pool Membership Management

ENVIRONMENTAL HEALTH

Building Approvals Admin

COMMUNITY SERVICES

Bushfire Admin Support
Firebreak Control Admin
Animal Management Admin

PLANNING

Planning Applications Admin

Additional Duties

Agenda Items & Information Book

(Note: The above key duties and responsibilities are in accordance with the broad banding principles of responsibility for this position. This is not an exhaustive list of duties and responsibilities of the position as you may be required to undertake additional duties from time to time as directed by the Chief Executive Officer).

ORGANISATIONAL RELATIONSHIPS

Reports directly to:

- Senior Finance Officer

Internal Stakeholders:

- Chief Executive Officer
- Senior Management
- Senior Officers
- Works Supervisor and employees
- Other relevant internal stakeholders

External Stakeholders:

- Council
- Relevant external stakeholders, government authorities and departments

Work Place Location:

- This position commences in the Administration Office and/or other on site locations as required or directed by the Director Corporate & Community Services

EXTENT OF AUTHORITY

This position will be required to exercise a degree of autonomy but works under the direction of the Senior Finance Officer, and within established guidelines and policies of Council and relevant statutory Act requirements. This position has the authority for the Coordination of Business Unit finances, employees and contractors as required.

This position may give direction (either directly or indirectly) to:

- Business Unit employees and other Shire employees when requested
- Contractors services as required

Delegation

- Nil

This position is required to undertake problem solving by:

Exercising initiative/judgement within documented techniques, precedents and guidelines Assistance is available when required.

This position may make recommendations on:

- Employee issues and operational concerns
- Suggested Capital and/or operational items for inclusion into budget submissions
- Operation in the Unit's structure and its effectiveness
- Recruitment and development of Unit staff
- Systems and procedures that impact on the provisions of quality service to internal/external customers.

SELECTION CRITERIA OF QUALIFICATIONS, SKILLS & EXPERIENCE

Essential

- Qualifications in Administration and/or comprehensive experience, as relevant Administration role
- Developed skills with the ability to promote and work effectively in a team environment
- Ability to keep and maintain accurate records and ability to prepare progress reports
- The ability to assess safety concerns, coordinate priorities and initiate action
- Proven ability to promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety and Health, EEO legislation and Council's Policies and Procedures
- Competent computer skills including the use of SynergySoft, Microsoft - Word, Outlook, Project, Excel, and internet applications
- Sound developed numeracy, written and verbal communication skills
- Sound interpersonal and customer service skills, with the ability to liaise with various agencies and hierarchies
- Presentation of a National Police Clearance not more than three months old is required to support eligibility for this position
- Experience and Ability to manage conflicting priorities and make decisions
- Undertake and pass a full medical including drug and alcohol testing

Desirable

- Knowledge and experience in the preparation of Shire Policy and detailed processes
- Experience and Ability to manage conflicting priorities and make decisions
- Experience in the operation of the Department of Transport on-line licensing agency
- Experience in the delivery of Municipal Works within budget and time constraints
- Good knowledge of the *Local Government Act 1995*
- Knowledge of Council's organisational structure, functions and policies
- Sound knowledge of minor works contract administration
- Hold a current Senior First Aid Certificate
- Hold a current White Card
- Hold a current unrestricted 'C' class driver's licence

This Position Description is indicative of the position at this point in time. This Position Description will be reviewed annually as part of the performance review cycle and it is envisaged that the will occur every twelve months.

POSITION DESCRIPTION ADMINISTRATION

Prepared By:	Chief Executive Officer
Manager:	Director Corporate & Community Services
Supervisor:	Senior Finance Officer
Reviewed Date:	January 2019