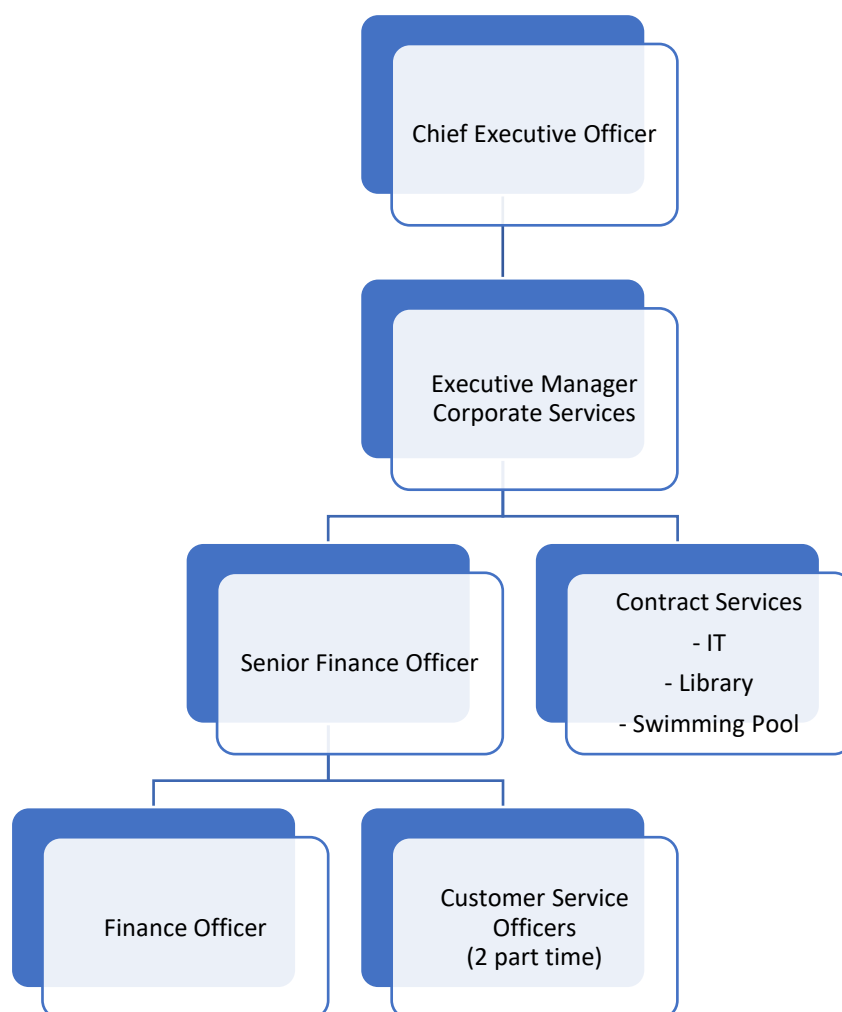




Position Description

Job Title: Customer Services Officer
Directorate: Corporate Services
Level: 3.1 – 3.4
Reports to: Senior Finance Officer



ORGANISATIONAL VALUES

ACCOUNTABLE: being transparent and open, meeting commitments and expectations, being responsible for yourself, your actions and results

COMPETENCE: consistent use of skills suitable for the role and task at hand, delivery on goals and commitments, making appropriate decisions and problem solving, maintaining high professional standards and skills.

INTEGRITY: being honest, ethical, reliable, authentic in communication, actions and decision making.

TEAMWORK: complete our own tasks in a professional manner, willingly to assist others, support the team and overall organizational team. Positive attitude and contributions to the workplace culture.

RESPECT: having care and due regard for all others, considering how your words are/or actions will impact them personally and professionally (including their reputation). Communication is open and civil, and conflict is addressed early and with empathy.

ADAPTABILITY: open, willing and able to adjust to change, learn new skills and approaches.

POSITION OBJECTIVES

Provide professional, efficient, and high-quality customer service to ratepayers and customers of the Shire of Pingelly.

KEY RESPONSIBLE AREAS (KRA)

General

- Provide a professional and efficient counter and telephone service to stakeholders, ratepayers, customers, and internal staff
- Deliver quality assistance to all shire employee with open lines of communication and be confident in sharing skills and knowledge
- Maintain a high-quality, well-presented reception and working area ensuring all information on display is current and aligns to corporate design standards
- Opening and securing of the Administration office
- Raising and lowering of the Australian flag and other recognised flags ensuring correct protocols are followed
- Assist in ensuring the Business Unit complies with relevant statutory legislation regarding policy, compliance reporting, documentation and record keeping
- Treat all councillor, stakeholders and customers with professionalism and dignity by ensuring all points of contact are dealt in a friendly timely efficient manner
- Maintain open communication by providing information for the shire news, corporate discussion, information bulletin, councillor booklet and team meetings
- 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
- Maintain records/filing system in accordance with established procedures
- Perform any other duties as directed, in accordance with the level of the role

Financial

- Receiving and cash receipting of all Council remittances
- Reconcile daily funds received with receipts issued and prepare bank deposits

- Maintain animal registrations records and generate renewal notices in accordance with relevant Acts
- Ensuring the compliance with all relevant statutory financial management and reporting processes or standards
- Be available to cover for Accounts Payable, Receivable and Payroll when required
- Archive financial records and transactions
- Maintain stationery and other supplies for the administration office in consultation with Senior Finance Officer
- Undertake all duties pertaining to Department of Transport licensing procedures and vehicle licensing

Occupational Health & Safety

- Take responsibility for personal health, safety, and fitness for work
 - Perform work in a safe and health manner and to abide by Shire and legislative safe work
 - Use safety equipment and devices as specified
 - Correct or report unsafe conditions
 - Work in a manner which will not endanger themselves or any other persons
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(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).

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 limited direction of the Senior Finance Officer, and within established guidelines and policies of Council and relevant statutory requirements.

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

SELECTION CRITERIA OF QUALIFICATIONS, SKILLS & EXPERIENCE

Essential

- Experience in an administration or frontline customer service environment
- Demonstrated high level of proficiency in using a range of computer systems and software including the use of Microsoft Word, Outlook, Project, Excel, and internet applications
- Good time management skills, with the ability to work under pressure, use initiative and be well-organised
- Excellent numeracy, written and verbal communication skills

Desirable

- Knowledge and experience in the preparation of detailed processes
- Experience in the operation of the Department of Transport on-line licensing agency
- Previous experience in a similar position within Local Government
- Experience in the use of Synergysoft

POSITION DESCRIPTION ADMINISTRATION

Prepared By:	Chief Executive Officer
Manager:	Executive Manager Corporate Services
Supervisor:	Senior Finance Officer
Reviewed Date:	September 2021