

Shire of Pingelly



Employment Application Package





Application Package

Thank you for your interest regarding employment with the Shire of Pingelly.

Position Title: Customer Service Officer (Part Time – Maternity Leave)

Applications close at 4.00pm, Friday 30 April 2021

How to Apply

To apply for employment with the Shire of Pingelly you are required to submit the following:

1. Covering Letter

The covering letter gives you the opportunity to introduce yourself to the selection panel and must include the title of the position.

Your letter should be addressed to the Chief Executive Officer and give details of how you may be contacted during office hours (Monday-Friday 8.30am to 4.30pm). Please provide a convenient telephone number should you be invited for an interview or if there are any queries regarding your application.

You should explain why you are applying for the position and you may like to give a brief summary outlining your application. Your covering letter should be no longer than two A4 pages.

Before applying, read through the selection criteria of the position description and ask yourself whether you meet each requirement.

2. A resume containing:

- ❖ personal details – e-mail address, name, postal address, contact telephone number/s;
- ❖ summary of work experience including dates and details of tasks performed in each position, commencing with the most recent;
- ❖ education and training relevant to the position, including photocopies of relevant formal qualifications;
- ❖ any activities you have undertaken outside of work which are relevant to your application; and
- ❖ details of at least two referees who can provide comments on your work performance.

3. A separate statement addressing the selection criteria:

You should address each criteria under a separate heading, and provide an overview of your demonstrated experience in that area of responsibility for the position.

A strong response will include 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 are approximately half a page. Consideration for interview is based upon clear demonstration of your ability against each section criteria.



Submitting your Application

Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

All applications should be neat and legible for ease of reading by the panel. If applying in writing, please staple together all information; do not enclose your application in a folder.

Please note that providing false or deliberately misleading information within an application may result in your application being disregarded, or may be grounds for dismissal should you be successful in gaining the position.

1. Email your application

vanessa.ward@pingelly.wa.gov.au

2. Posted application

Mail your application to:

Shire of Pingelly
17 Queen Street
PINGELLY WA 6308

3. Deliver in person

Hand deliver your application by visiting our Administration Office at:

Shire of Pingelly
17 Queen Street
PINGELLY WA 6308

Please ensure you have included the name of the position you are applying for on the front of the envelope or in the email.

Equal Employment Opportunity

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



Addressing the Selection Criteria

If you are required to address the selection criteria in the job advertisement, please include a separate document with your application. The way to set out your statement is to list each criterion and then clearly explain under each one how you meet it. For each criterion, describe your skills, knowledge and experience and show how they could be used in the job you are applying for.

It should be noted that if you are not required to respond to the selection criteria to apply for the advertised position, should you be shortlisted, you may be required to respond to some selection criteria as outlined in the position description.

The selection criteria describe the skills, knowledge, qualifications and experience needed to do the job. Written answers to selection criteria are used to select the best applicant on merit. The essential and desirable selection criteria for each position are contained in the position description. It is recommended that your statements in response to each of the selection criteria be a few short sentences.

Provide example/s to demonstrate how you applied (or would apply) the selection criteria. **Remember** that you are competing with other applicants for this position. If you do not show how you meet these criteria, your application is unlikely to be considered further.

Closing date and late applications

Vacancies with the Shire of Pingelly are advertised for a specific period and close at 4:00pm on the closing date shown in the advertisement.

In fairness to all applicants, late applications cannot be considered.

Selection Process

If you apply via email, your application will be acknowledged with a reply email within one working day. All other applications will be acknowledged within seven working days of the advertised closing date.

All applications received by the nominated closing date and time will be rigorously assessed against the quality of the application and information provided by the appointed selection panel. This short listing process is performed to identify the most competitive applicants for interview. You should be aware that you may not necessarily be considered by the panel, even if you appear to be suitable from your application.

If your application is nominated on the shortlist you will be contacted by telephone to make arrangements for an interview.

If you are not contacted for an interview, you will receive correspondence confirming your application has not been successful.



Interviews

The interview panel usually consists of two or three individuals.

All interview questions will be job related, i.e. they relate to the selection criteria and competencies for the position you are applying for. If there are no selection criteria for the position you are applying for, the questions will be based on the knowledge, skills, experience and qualifications required for the position. The same questions will be asked of every candidate interviewed.

To prepare yourself for the interview you should:

- Re-read your application, the position description and the selection criteria (if applicable).
- Focus on the selection criteria and think of examples of work situations where you applied the relevant skills and abilities, how you assessed the situation/s, what action you took and what outcomes you achieved.
- Think about the duties of the position and how you would carry them out. Consider any problems you might encounter and how you would resolve them.
- If the position is a Supervisory role, consider your specific responsibilities as a Supervisor.

After the Interview

If you are the successful applicant for the position you will be contacted with a job offer. This offer will be confirmed in writing.

You will be asked to:

- attend a pre employment medical or sign a medical declaration.
- produce a current national police clearance. 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 driver's license.

You may be asked to:

- provide some documents (for example, qualifications, birth certificate, evidence of citizenship/resident status).
- attend other pre employment checks (for example checks for child related employment)
- documented evidence of legal entitlement to work unrestricted in Australia (if relevant).
- undergo a drug and alcohol screening.

If your application is unsuccessful following an interview, you will receive notification, either in writing or over the phone.



Declaration

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.
- I understand 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.

Advertisement

SHIRE OF PINGELLY



CUSTOMER SERVICE OFFICER (PART-TIME 12 MONTH MATERNITY LEAVE)

The Shire of Pingelly is seeking a part-time Customer Service Officer for a 12-month maternity leave cover starting June 2021.

Your responsibilities will include, but are not limited to:

- Provide a professional and efficient counter and telephone service to stakeholders, ratepayers, customers, and internal staff
- Receiving and cash receipting of all Council remittances
- Reconcile daily funds received with receipts issued and prepare bank deposits
- Undertake all duties pertaining to Department of Transport licensing procedures and vehicle licensing

To be successful in this role you will possess the following qualities

- Have previous experience in an administration or frontline customer service environment
- Good time management skills, with the ability to work under pressure, use initiative and be well-organised
- Good knowledge of cash handling and reconciliation procedures
- The ability to work in a supportive team environment with a degree of flexibility on working days and hours

This part-time position is offering 51 hours per fortnight. A total salary package will be negotiated dependent on qualifications, skills, and experience as per the Shire of Pingelly Employee Collective Agreement. The salary package includes a cash amount of between level 3.1 \$44,792 to 3.4 \$53,923, up to 14.5% Superannuation, four weeks annual leave, uniform allowance and training as required.

Applications including Covering Letter, Resume and Selection Criteria must be received by **4pm 30 April 2021**, addressed to the Chief Executive Officer, Shire of Pingelly and marked Confidential – Customer Service Officer. An Application Package outlining the position description and information on the application process is available on the Shire's website www.pingelly.wa.gov.au or by emailing admin@pingelly.wa.gov.au

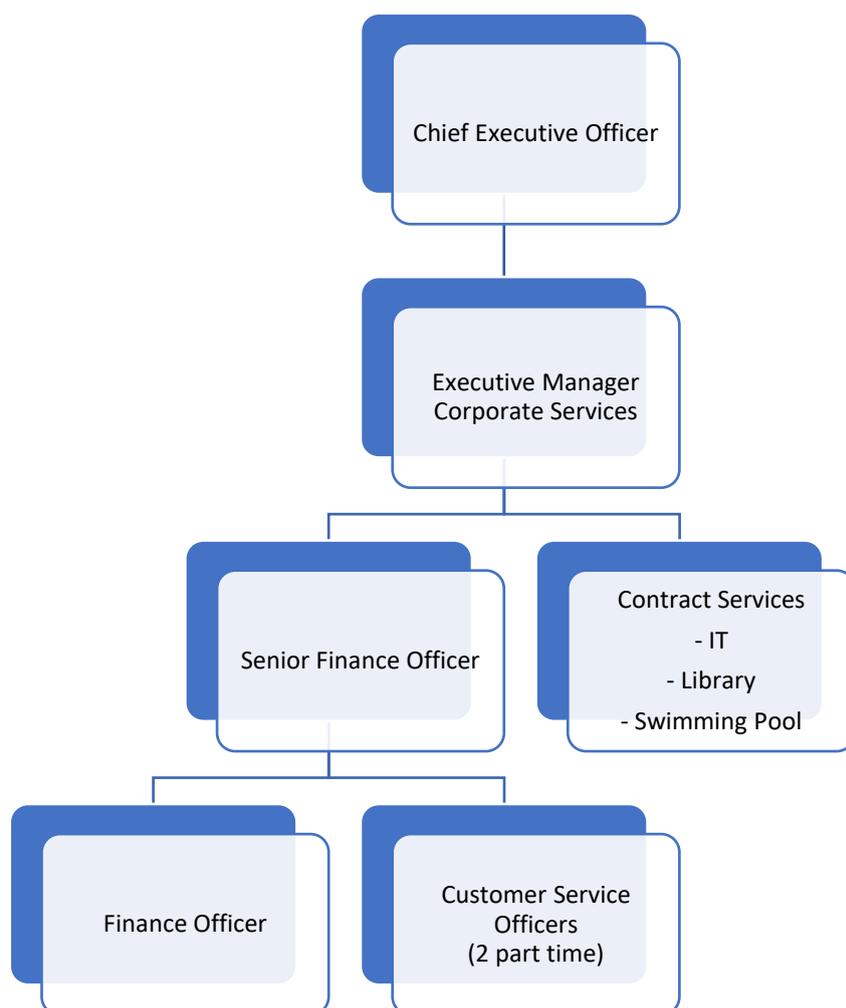
The Shire of Pingelly is an equal opportunity employer.

Julie Burton
Chief Executive Officer
17 Queen Street
PINGELLY WA 6308



Position Description

Job Title: Customer Services Officer
Directorate: Corporate 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

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

(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
- 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
- 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:	March 2021