




## Customer Service Officer Position Description

Shire Values		Adaptability, Perseverance, Accountability, Diligence	
POSITION TITLE	Customer Service Officer		
DEPARTMENT / SERVICE AREA	Corporate Services		
INDUSTRIAL AWARD	Local Government Officers’ (Western Australia) Award 2021		
CLASSIFICATION	Level 3		
POSITION REPORTS TO (ROLE)	Executive Assistant to CEO		
SUPERVISION OF:	N/A		
LAST DATE PD REVIEWED	10/11/2025		
LINKS TO CORPORATE PLAN OBJECTIVES	<ul style="list-style-type: none"><li>• Improve our Financial Position</li><li>• Improve the Economic Growth of Our Community</li><li>• Retain and Grow Our Population</li><li>• Provide Strong Leadership</li></ul>		
<div></div> <div>APPROVED BY: Dr Alistair Pinto</div> <div>CHIEF EXECUTIVE OFFICER</div>			
<div>POSITION OBJECTIVES</div> <div>To meet or exceed internal and external customer needs while presenting an enthusiastic, professional and friendly point of contact for the Shire of Wandering.</div> <div>To provide an interface for Australia Post customers.</div> <div>To complete office support tasks in a timely, hands-on and pro-active manner.</div>			

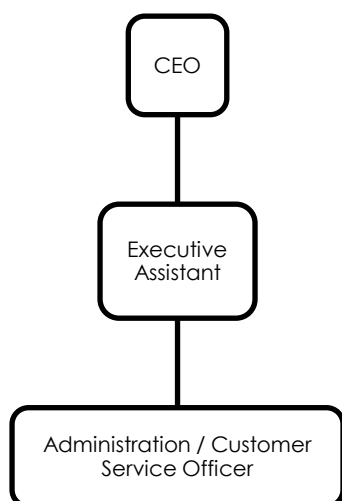
<b>KEY RESPONSIBILITIES AND DUTIES</b>	
<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"> <li>• Attends to front counter and telephone enquiries relating to the Shire and Australia Post in line with the Shires Customer Services Charter.</li> <li>• Assists with Shire facility and venue bookings as required.</li> <li>• Primary responsibility for managing hospitality services for Councillors and the CEO.</li> </ul>
<b>ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>• Provides administrative support to the organisation, as required.</li> <li>• Effectively manages complaints in line with Council policy.</li> <li>• Assists with updating the Shire's policy manual.</li> <li>• Provides customer service for caravan park bookings</li> <li>• Responsible for management of corporate records relating to the front office</li> <li>• Provides administration support for the Shires monthly newsletter</li> <li>• Responsible for Cemetery Register management (reserving plots).</li> </ul>
<b>FINANCE</b>	<ul style="list-style-type: none"> <li>• Principal operational responsibility for daily front counter cash takings.</li> <li>• Assists with enquires and complaints relating to the Shire's fuel facility.</li> <li>• Principal operation responsibility for front counter: <ul style="list-style-type: none"> <li>○ Start and end of day duties.</li> <li>○ Support with day-to-day financial tasks.</li> </ul> </li> <li>• Principal responsibility for Australia Post and Waste Facility banking.</li> </ul>
<b>GOVERNANCE AND COMPLIANCE</b>	<ul style="list-style-type: none"> <li>• Ensure that at all times you operate to the highest standards of integrity, corporate governance, and accountability, within an environment of transparency, trust, openness, honesty and fairness for all.</li> <li>• Report any matters of non-compliance to your supervisor as soon as practicable after you become aware.</li> <li>• Participates in records management.</li> </ul>
<b>OTHER</b>	<p>Other activities and functions that this position participates can include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Maintains the Shire key register and issuing of keys.</li> <li>• Registers the Shires motor vehicles.</li> <li>• Assists with keeping the office clean, tidy and always presents a positive image of the Shire.</li> <li>• Assists with office equipment maintenance and ordering of office supplies.</li> <li>• Responsible for updating work instructions.</li> <li>• Overall responsibility for maintaining Council kitchen supplies.</li> </ul>

<b>REQUIREMENTS OF THE POSITION</b>
<p>The following skills, knowledge and experience is needed to perform work at this level:</p> <ul style="list-style-type: none"> <li>• previous experience in the use of Microsoft Office applications, particularly Word and Excel</li> <li>• well developed skills in oral, written and interpersonal communication with clients and other members of the public;</li> <li>• knowledge of established work practices and procedures relevant to the work area;</li> <li>• knowledge of policies, regulations and statutory requirements relating to the work area;</li> <li>• understanding of clear but complex rules;</li> <li>• application of techniques relevant to the work area;</li> <li>• will have attained through previous appointments or service an equivalent level of expertise and experience to undertake the range of activities required.</li> </ul>
<b>EXTENT OF AUTHORITY</b>
<p>The extent of authority for an employee at this level includes:</p> <ul style="list-style-type: none"> <li>• work outcomes are monitored;</li> <li>• freedom to act within established guidelines;</li> <li>• solutions to problems requiring the exercise of limited judgement, with guidance to be found in procedures, precedents, guidelines. Assistance available when problems occur.</li> </ul>
<b>CORPORATE ACCOUNTABILITY</b>
<ul style="list-style-type: none"> <li>• Comply with the Shire's Code of Conduct, policies and procedures</li> <li>• Comply with Shire's Equal Employment Opportunity (EEO) Policy</li> <li>• Avoid participation in activities that may represent a conflict of interest with the obligations and responsibilities of your role / position</li> <li>• Exercises a high level of discretion and maintains confidentiality in dealing with sensitive issues.</li> <li>• Deliver effective uses of the Shire's resources (staff, equipment and other) within the levels of accountability</li> </ul>
<b>WORK HEALTH AND SAFETY STATEMENT OF OUTCOMES</b>
<p>While at work all of our employees, including contractors and volunteers will be expected to:</p> <ul style="list-style-type: none"> <li>• ensure their own safety and health at work; and</li> <li>• avoid adversely affecting the safety or health of any other person through any act or omission at work;</li> <li>• comply with safety and health instructions given by the Shire, including any direction to wear personal protective clothing or equipment;</li> <li>• report all hazards, injury or harm to health in our workplaces to the Shire in a timely fashion and assist with any investigations when required;</li> <li>• cooperate with the Shire in our efforts to carry out our legislatively imposed safety and health duties</li> </ul>
<b>EQUAL EMPLOYMENT OPPORTUNITY STATEMENT</b>
<ul style="list-style-type: none"> <li>• The Shire of Wandering will strive to achieve a healthy and safe workplace by addressing the issue of harassment, discrimination (including Equal Employment Opportunity) and workplace bullying.</li> <li>• The Shire aims to ensure harassment, discrimination and workplace bullying does not occur, but in the event that it does, appropriate action is taken immediately. The Shire also commits to educate employees as to the nature and effects of harassment, discrimination and workplace bullying and to provide the necessary resources to inform them of the contents of this policy, their rights and responsibilities.</li> <li>• The Shire recognises its legal obligations under the Equal Opportunity Act (1984) to actively promote equal employment opportunity based on merit to ensure that discrimination does not occur on the grounds of gender, marital status, pregnancy, race, age, disability, religious or political convictions.</li> <li>• All offers of employment within the Shire will be directed to providing equal opportunity to prospective employees, provided their relevant experience, skills and ability meet the minimum requirements for engagement.</li> </ul>

- All employment training opportunities within the Shire will be directed towards providing equal opportunity to all employees based on merit and their relevant experience, skills and ability meet the minimum requirements for the position.
- All promotional policies and opportunities within the Shire will be directed towards providing equal opportunity to all employees provided their relevant experience, skills and ability are adequate to meet the minimum requirements and they are assessed as the most appropriate candidate for the advertised position. In this context, as a minimum, all vacancies shall be advertised internally within the organisation.
- The equal opportunity goals of this Council are designed to provide an enjoyable, challenging, involving and harmonious work environment for all employees, where each has the opportunity to progress to the extent of their ability

#### POSITION LIAISES WITH:

##### ORGANISATIONAL RELATIONSHIP



##### INTERNAL & EXTERNAL LIAISON



#### SELECTION CRITERIA

##### ESSENTIAL

The following skills, knowledge and experience is needed to perform work at this level.

- Demonstrated experience in a customer service role, incorporating reception and telephone skills.
- Proficiency in Microsoft Office applications such as MS Word and Excel.
- Demonstrated experience with cash handling, start and end of day procedures and over the counter payment processing.
- Well-developed interpersonal, written and verbal communication abilities.
- Well-developed time management and organisational skills.
- Ability to maintain a high level of confidentiality.
- Ability to work as a team member and autonomously with minimum supervision.
- Ability to handle multiple tasks at once whilst maintaining accuracy and attention to detail.

##### PREFERRED

- A good knowledge of the processes and procedures of Local Government
- Knowledge and understanding of Work Health & Safety requirements
- Knowledge of SynergySoft operating system
- C Class Drivers License

**PHYSICAL REQUIREMENTS OF THE POSITION**

Sitting / standing for periods of time, ergonomics, lifting, bending, work with screen-based equipment

**BEHAVIOURAL COMPETENCIES**

- High level of attention to detail and exceptional presentation skills
- High level of customer service orientation and can-do attitude.
- Highly developed interpersonal skills.
- Sound leadership and decision-making ability.
- Ability to work as a team member.

**ELIGIBILITY**

- Right to work in Australia.
- Presentation of a National Police Clearance and Working with Children Check not more than three months old.

**GENERAL INFORMATION**

*This position description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the organisation may require the employee to carry out any duties, which are within the employee's skill and competence.*