

**EMPLOYMENT APPLICATION PACKAGE
CUSTOMER SERVICE OFFICER**

Shire of West Arthur
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31 Burrowes Street
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SHIRE of WEST ARTHUR

EMPLOYMENT APPLICATION PACKAGE

FOR THE POSITION OF

CUSTOMER SERVICE OFFICER

↪ Applications for this position must be received by
Friday, 30 August 2024 at 5.00 pm

Position Advertisement

Customer Service Officer

Join Our Team at the Shire of West Arthur!

Are you a self-motivated, enthusiastic, and confident individual looking for an exciting opportunity in local government? The Shire of West Arthur, located in Darkan, seeks a dedicated, customer-focused person to join our busy administrative team.

Key Responsibilities:

As the first point of contact for our customers, you will be responsible for:

- Answering incoming calls and addressing customer inquiries.
- Processing Department of Transport (DoT) licensing.
- Handling mail and preparing correspondence.
- Performing general office duties to support the smooth operation of our team.

What We're Looking For:

The ideal candidate will have:

- **High-level customer service skills:** You make people feel welcome and resolve their issues efficiently.
- **Strong organisational and computer skills:** You can manage multiple tasks and keep everything running smoothly.
- **Ability to work well under pressure:** You thrive in a busy environment and can handle challenges positively.
- **Team-oriented mindset:** You enjoy working with others, are open to learning new skills, and are willing to take on new responsibilities.

Training:

The successful applicant should be prepared for further training in Perth for Trellis (DoT Licensing).

Position Details:

- **Full-time permanent role:** 76 hours per fortnight.
- **Working hours:** 8:00 AM to 4:30 PM, Monday to Friday.
- **Rostered Day Off:** Every four weeks
- **Salary:** Level 2 plus 15% above the Local Government Industry Award 2020, with additional benefits.

How to Apply:

For more information and to access the application for employment form, please visit our website at www.westarthur.wa.gov.au. For job-related inquiries, please get in touch with Rajinder Sunner or Melinda King.

Application closing Date: Friday, 30 August 2024 at 5:00 pm

Application Submission:

Please submit your application, including a resume, cover letter, and contact details of two recent work-related referees, to:

Chief Executive Officer

Shire of West Arthur

31 Burrowes Street

Darkan, WA 6392

Alternatively, applications can be submitted electronically to shire@westarthur.wa.gov.au.

Employment Application Package

GENERAL CONDITIONS OF EMPLOYMENT

CUSTOMER SERVICE OFFICER

Thank you for your interest in this position with the Shire of West Arthur.

These guidelines are to assist you in preparing a written application. A copy of the advertisement and position description are also enclosed.

If you would like to learn more about the position, please contact Rajinder Sunner, the Manager of Corporate Services, or Melinda King at 08 9736 2400 or email mcs@westarthur.wa.gov.au.

General Information

Before any offer of employment, the applicant will be required to produce a police clearance. A criminal record does not necessarily disqualify an applicant. If rejection of your application is considered solely because of a criminal record, you will be allowed to discuss the matter fully before a final decision is made.

Preparing Your Application

Applicants are not required to address selection criteria separately. Applications should include a cover letter, resume and information about previous employment, experience, education or training, or volunteer roles related to this position, including duties and achievements, and at least two recent relevant referees. Please include your referee's name and relationship with you (e.g. Supervisor), company name and daytime telephone numbers. Written references are not required. The selection panel may contact referees as part of the selection process for this position.

Applications can be delivered to the Chief Executive Officer, Shire of West Arthur, 31 Burrowes Street, Darkan, WA, 6392, lodged electronically to shire@westarthur.wa.gov.au.

Applications close: Friday, 30 August 2024 at 5:00 pm.

Shortlisting will take place as soon as possible after the closing date.

Probationary Period

A standard probationary period of three (3) months applies to all new appointments. The probation period may also be extended if necessary.

Salary

The level applicable for this position is Level 2 of the Local Government Industry Award (LGIA 2010).

The award rate for Level 2 is \$980.40 per week. The Shire pays an additional 15% above the award in the first year of employment and 25% above the award in subsequent years. A housing allowance may also apply.

A higher level may be considered for someone with significant experience or qualifications relevant to the position.

Conditions of employment are by the Local Government Industry Award 2010 (LGIA 2010), which includes four weeks of annual leave per annum and relevant sick and carers leave.

Superannuation

A superannuation of 11.5% by the Statutory Occupational/Guarantee Fund shall apply. Salary sacrificing is available.

Hours

The hours for this position are Monday through Friday, 8:00 a.m. to 4.30 p.m., with 30 minutes for lunch.

Uniform

An annual uniform allowance applies to this position for purchasing the local government corporate wardrobe.

Housing

The Shire provides a rental subsidy of \$60 per week. Private rental accommodation, a one-bedroom fully furnished room in Darkan, may be available.

Employment Medical

The successful applicant will be required to provide a medical declaration and may be required to undergo a medical examination before an offer of employment is made.

Police Clearance

The preferred applicant will be required to provide a National Police Clearance that is not more than three months old.

Supporting Documents

The originals of supporting documents (e.g., National Police Clearance, Motor Vehicle Licence/s, and Qualifications where applicable) must be available on request.

Relocation Expenses

Relocation expenses may be negotiated with the successful applicant if required.

Study Assistance

Employees who enrol for education relevant to their position may have a portion of their enrolment fees paid upon successfully completing each nominated subject.

Location Amenities

The Shire is well serviced with various recreation and amenities, including a supermarket, primary school, swimming pool, post office, childcare, playgrounds, community resource centre, visiting medical practitioners, hotel, cafés, and sporting facilities.

Further information is available from the Shire's website or the Shire Office.

POSITION DESCRIPTION

1. Position Identification

Title:	Customer Service Officer				
Position Number:	N/A	Level:	2+15% Over Award	Agreement/Award:	Local Government Industry Award
Department/Section:	Corporate Services				
Date effective:	August 2024				

2. Reporting Relationships

Responsible To (Immediate Supervisor)	Manager Corporate Services
Supervision of	Nil.
Internal & External Liaison	Ratepayers, general public, Shire staff, contractors and suppliers.

3. Position Objectives

- Provide administrative and customer support, including attending to counter, phone, and email enquiries.
- Assist with booking of Shire facilities.
- Manage and coordinate Shire cemeteries records and processes.

4. Key Responsibilities

a) Customer and Front Counter Service

- Respond to customer enquiries via phone/email and over the counter. Forward enquiries to the appropriate responsible officer as required. Add to records system and/or Customer Service Request Register.
- Open and close the reception area, perform end-of-day procedures, lock and unlock the strong room and exterior doors, and raise and lower the flag(s).
- Receipt over-the-counter transactions and balance the till daily.

b) Licensing Services

- Fulfill legal responsibilities as an accredited Department of Transport TRELIS User.
- Undertake point-of-service problem-solving and sensitive customer enquiries and apply discretion in all circumstances.
- Liaise with the Department of Transport to schedule Computer Theory and Hazard Perception Tests.

c) Finance

- Receipt rates, cash sales and invoices in the accounting system.
- Receipt rates in the rating system.
- Create purchase orders in the accounting system for signing by the appropriate officer.
- Daily Banking.
- Sundry Debtors management, e.g., follow-up on outstanding debts.

d) Bookings of Shire Facilities

- Maintain caravan park and chalet booking register, including liaising with caretakers on bookings and ensuring all income due is received.
- Assist with hall booking schedules, including booking forms, liaising with cleaners, and maintaining the booking register.
- Assist with pool key registration and swimming course bookings.
- Assist with gym membership, gym inductions and air key registration.
- Respond to other booking requests, i.e. for oval, youth area, etc.

e) Record Keeping

- Check, print, file and respond as required to emails in the shire email inbox.
- Ensure compliance with the Shire's record-keeping policy.

f) Cemeteries

- Process all relevant applications.
- Maintain and keep up-to-date shire cemetery records and maps.
- Arrange burials.
- Assist with the maintenance of the long-term cemeteries plan.

g) Local Emergency Management Committee (LEMC)/Bushfire Brigades (BFB)

- Liaise with volunteer bush fire brigade members and assist volunteers when required.
- Act as a support officer to the Shire's Community & Emergency Management Support Officer (CESM).
- Organise Bushfire Advisory Committee (BFAC) & LEMC meetings as directed.
- Assist with orders of personal protective equipment (PPE) for volunteers.

h) General

- Keep office tidy, keep noticeboards up to date, and keep tourism pamphlets current.
- Deal with cemetery enquiries and bookings and update cemetery records.
- Maintain a tidy office environment.
- Assist with admin schedule, including key dates.
- Assist with arranging fire support and communicating vehicle movement bans.
- Liaise with Ranger and assist with registration of cats/dogs.
- Undertake stationery orders and supplies.
- Other duties as directed by the CEO, Manager Corporate Services or Manager Financial Reporting.

5. Required Skills, Experience and Qualifications

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
National (Federal) Police Certificate (not more than six months old).	✓	
First Aid Certificate.		✓
'C' class driver's license.		✓
Certificate III or IV in a relevant field.		✓

<i>b) Experience and knowledge</i>	<i>Essential</i>	<i>Desirable</i>
Developing knowledge of Microsoft Office, internet and email communications.	✓	
Sound knowledge of the Shire of West Arthur community.		✓

<i>c) Skills, abilities and attributes</i>	<i>Essential</i>	<i>Desirable</i>
Ability to clearly understand and adhere to Council policies and procedures.	✓	
Ability to apply skills learnt in on-the-job training to the workplace.	✓	
Ability to plan and carry out daily work programs in accordance with assigned schedules.	✓	
Ability to provide a high level of customer service.	✓	
Ability to read and understand written instructions, complete basic forms, documentation and reports.	✓	
Ability to work effectively with people of all ages, at all levels of the Shire, and with community members to produce positive outcomes.	✓	
Developing record-keeping skills	✓	

CERTIFICATION			
Approved by	Manager Corporate Services	Signature	
Authorised by	Chief Executive Officer	Signature	
Date Reviewed	7 August 2024		

INCUMBENT ACKNOWLEDGEMENT			
Employee		Signature	
Date			