



APPLICATION PACKAGE

Customer Service Officer

Contact:

Ben Forbes
Executive Manager Corporate Services
Shire of Narembeen
9064 7038

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Advertisement



Customer Services Officer

Friendly Working Environment

The Shire of Narembeen is seeking an enthusiastic team member who will enjoy working with a tight-knit group of staff to provide excellent external and internal customer service.

The ideal applicant will be well presented, self-motivated and energetic with a friendly personality, attention to detail and the ability to work autonomously as well as part of a team.

The ideal candidate will have experience in customer service, a commitment to customer care, cash handling and receipting experience.

This full-time role offers an above award salary with additional employee benefits including housing allowance, Council matching of additional superannuation contributions (up to 5%) and free gym membership to the Narembeen Community Gym.

An application package outlining duties and responsibilities is available from the Shire's website www.narembeen.wa.gov.au. Confidential enquiries concerning the position can be made by contacting Ben Forbes, Executive Manager Corporate Services at emcs@narembeen.wa.gov.au or during office hours on 9064 7308.

Applications are to be submitted by 4pm Friday 13th September 2024. Applicants are required to include a current resume and covering letter of application, clearly marked "Private & Confidential – Customer Services officer" and addressed to emcs@narembeen.wa.gov.au.

Position Description

POSITION TITLE	Customer Service Officer
DIRECTORATE	Corporate Services
AWARD	Local Government Officers' (WA) Award 2021
LEVEL	Level 2
STATUS	Full Time (76 Hours Per Fortnight)
LOCATION	Shire of Narembeen Administration Office, 1 Longhurst Street Narembeen

POSITION OBJECTIVES

Responsible for the Executive Manager Corporate Services, the Customer Service Officer plays a crucial role in maintaining a high standard of customer service, managing administrative tasks, and contributing to the improvement of recordkeeping practices processes within the Shire administration office. The responsibilities are diverse and require a proactive and adaptable approach to meet the needs of the organisation and its stakeholders.

DUTIES AND RESPONSIBILITIES

Customer Service

- Maintain the Shire's reception area and public notice board
- Perform driver and vehicle licensing transactions and respond to enquiries
- Prepare bank deposits and facility banking
- Handle customer service enquiries in accordance with the Shire's Customer Service Charter
- Receive and process payments
- Undertake end of day reconciliations for receipts.

Administration Services

- Coordinate and order office and cleaning supplies
- Administer the Shire's electronic access control system and key system
- Assist with coordination of Shire functions and meetings
- Assist with compiling Council documents.
- Assist with the processing and reporting of all matters relating to building applications and developments
- Manage the Shire's booking system for facilities
- Manage the Shire's complaints system
- Prepare and issue Shire correspondence, as directed
- Assist with the management of the Shire's cemetery services and records

Workplace Safety and Health

- Responsible for ensuring own safety and health and that of other people in the workplace.
- Participate in developing and following safe work procedures.
- Participate in training as required.
- Comply with, work, health and safety legislation and the Shire's WHS policies and procedures relevant to the role and responsibilities.
- Observe safe work practices and operating procedures.
- Report hazards, incidents or near misses to Asset & Works Coordinator or Asset & Works Administration Officer.
- Participate in return-to-work plans (if applicable).

Risk Management

- Comply with the Shire's risk management policies and procedures.
- Responsible for reporting possible risks in relation to operational procedures.

KEY PERFORMANCE REQUIREMENTS

Reviews shall be conducted annually on the following Key Performance Indicators:

- Effective management of customer enquiries and complaints and delivery of quality customer service.
- Provision of timely and effective assistance to other staff
- Effective coordination and maintenance of Shire bookings and schedules
- Effective assistance with the Shire's records system
- Ability to work collaboratively with other staff
- Use of initiative
- Adherence to Council policies, procedures and WHS requirements

RELATIONSHIPS

Reports to: Executive Manager Corporate Services

Internal Liaison: All Staff

External Liaison: Contractors and suppliers
General public, residents, and ratepayers
Local Government Authorities

EXTENT OF AUTHORITY

Operates under the direct supervision of the Executive Manager Corporate Services.

EQUAL EMPLOYMENT OPPORUNITY

- Treat all work colleagues equally, in a non-discriminatory manner and with consideration and respect in accordance with the Staff Code of Conduct.
- Undertake equal employment opportunity training provided by the Shire.

EMPLOYMENT CONDITIONS

- A pre-employment medical and current National Police Clearance Certificate is required.
- Signed declaration that the incumbent has read the Shire of Narembreen's Induction Manual and Employee Code of Conduct prior to the commencement of work.

Position Details & How to Apply

If you decide to apply for this position, please include a cover letter outlining your relevant skills and experience and a copy of your resume.

The Shire is an equal opportunity employer and applies merit-based selection techniques. Please read these notes carefully as they are designed to help you understand the Shire of Narembeen's selection process.

Application Checklist

Your application should include:

1. A cover letter introducing yourself
2. A current resume with the details of your experience
3. Names and contact details of at least 2 recent employment references.

Further Information

For further information please contact:
Ben Forbes, Executive Manager Corporate Services
E: emcs@narembeen.wa.gov.au
T: (08) 9064 7308

Closing Date

Closing date for applications – **4:00pm Friday 13th September 2024.**

Skills & Experience

1. Desirable

- 1.1 Developed written and verbal communication skills
- 1.2 Attention to detail
- 1.3 Customer service experience
- 1.4 Sound numeracy and cash handling skills
- 1.5 Ability to work as part of a team
- 1.6 Ability to manage and plan own workflow
- 1.7 Developed problem solving skills
- 1.8 Experience with Microsoft Office applications
- 1.9 Proficiency with Windows operating systems.

2. Bonus

- 2.1 Experience in Local Government
- 2.2 Experience in a similar customer service role.

Remuneration Information

The position will offer the following remuneration to the successful candidate:

Item	
Cash Salary*	50,000
Superannuation Guarantee (11.5%)	5,750
Superannuation Matching (up to 5%)	2,500
Leave loading (17.5%)	673
Housing Allowance	3,380
Uniform Allowance	500
Total	\$62,803

*Cash salary by negotiation with successful candidate

Annual Leave

Entitled to 4 weeks paid annual leave each year.

RDO

Option for Rostered Day Off by mutual agreement between the successful applicant and the Executive Manager Corporate Services.