



# **SHIRE OF THREE SPRINGS**

Customer Service Officer  
(Maternity Relief)

INFORMATION FOR CANDIDATES

April 2019

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## 1. ADVERTISEMENT

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# SHIRE OF THREE SPRINGS

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## **CUSTOMER SERVICE OFFICER (Maternity Relief)**

Applications are sought from enthusiastic and suitably experienced persons to fill the Maternity Relief Position of Customer Service Officer at the Shire of Three Springs. The position is for relief of staff on maternity or personal leave and hours may vary.

Applicants should possess well developed computer skills, knowledge of administrative procedures and the ability to provide a high level of customer service. While previous experience in a similar position will be well regarded, all enthusiastic and motivated persons are encouraged to apply. Key duties will include front counter and telephone enquiries, receipting of monies, assisting with accounts receivable and other accounts duties, Police Licensing, records management and other administrative duties as required.

Salary will be in accordance with Level 2 of the Local Government Officers' (Western Australia) Interim Award 2011 dependant on age, experience and qualifications \$41,214.

Interested applicants may contact Sylvia Yandle on 9954 1001 to discuss the requirements of this position. A Position Description and Selection Criteria are available at the Shire Office or via website [www.threesprings.wa.gov.au](http://www.threesprings.wa.gov.au), email enquiries are encouraged to [ceo@threesprings.wa.gov.au](mailto:ceo@threesprings.wa.gov.au)

Applications including copies of two current references or names of two referees should be addressed to the undersigned and received by 4:00pm Wednesday 1<sup>st</sup> May 2019.

**'PRIVATE AND CONFIDENTIAL'**

**Chief Executive Officer  
Shire of Three Springs  
PO Box 117  
Three Springs WA 6519**

Sylvia Yandle  
Chief Executive Officer

# Shire of Three Springs – Relief Customer Service Officer

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## 2. INFORMATION FOR CANDIDATES

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### **Selection on the Basis of Merit**

The Shire of Three Springs is an equal opportunity employer. All applications for a position will be assessed against the same criteria included in the position description.

No application will be considered until after the advertised closing date at which time it will be assessed by a Selection Panel. Selection will be based on which applicant demonstrates the highest merit for the position, their past experience, qualifications and ability to perform the advertised position.

### **What to include in your application**

Your application should include the following information:

- A statement addressing each of the selection criteria
- A copy of your current Resume
- Contact details of two employment referees.

Applications should not be submitted in plastic sleeves, binders or files.

Please do not submit originals of important documents such as qualifications and references. Submit photocopies only.

### **Statement Addressing Selection Criteria**

The selection criteria are the most important part of your application. They are the essential skills, knowledge, experience, qualifications and training stated in the position description.

Your application should contain a statement specifically addressing each of the **SELECTION CRITERIA** with examples, which demonstrate how you meet the requirements of each objective.

### **Resume**

You should also attach a copy of your current resume, listing academic achievement, professional training, memberships and relevant employment experience.

### **Referees**

You should include the names and contact details of two referees we can contact to provide information on your past work performance.

### **One copy only**

You should provide us with only one copy of your complete application.

### **Late Applications**

Ensure your application is received prior to the closing date and time, as late applications will not be considered.

# Shire of Three Springs – Relief Customer Service Officer

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## **Post Application Process**

Short listed applicants will be contacted by telephone to arrange an interview. Unsuccessful applicants will be advised in writing.

## **Pre-employment Medical**

The successful applicant will be required to undertake a pre-employment medical examination prior to commencement at the Council's expense.

## **Address for Applications**

Applications should be marked PRIVATE AND CONFIDENTIAL, and addressed to:

**Chief Executive Officer**

**Shire of Three Springs**

**PO Box 117**

**THREE SPRINGS WA 6519**

## **Further Information**

Should you require further information about the position, please contact Chief Executive Officer Sylvia Yandle on (08) 9954 1001 or [ceo@threesprings.wa.gov.au](mailto:ceo@threesprings.wa.gov.au).

# Shire of Three Springs – Relief Customer Service Officer

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## 3. ABOUT THE SHIRE OF THREE SPRINGS

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Three Springs is a small country town in the mid west of Western Australia, with a unique mix of grain and grazing, mining and government industries within the Shire. The town is situated 313km north-east of Perth, and encompasses an area of 2,629 sq/km.

The Three Springs community offers all the benefits of country living, and the town provides for a variety of sporting and recreational interests. The local sporting club offers lawn bowls, tennis and squash. There is an Olympic sized swimming pool, football, netball, hockey and badminton courts available at the Shire Hall

The town has a resident Doctor operating from the shires fully equipped Medical Centre plus a state of the art Dental Surgery and local Dentist. There is a small hospital and the main street includes a Pharmacy, Hotel, Supermarket, Butcher, Café, Service Stations and rural suppliers plus other local industries.

With the abundance of gorgeous wildflowers in season, close proximity to the beautiful central coastline, and its idyllic bush setting, Three Springs is enjoyed by both residents and visitors alike. Our Shire is also renowned for a variety of rare flora and one of these species is the Eucalyptus Rhodantha (Rose Mallee). It is also the town and shire emblem.

Pre and Primary Schooling is available at Three Springs with secondary Schooling to year 10 (and year 11 and 12 non TEE) at Carnamah and Morawa. The Three Springs Child Care Centre operates from Monday to Friday.

Offering all the services and amenities that people have come to expect in recent years with high standard medical, educational and recreational facilities the Three Springs community continues to thrive.

## 4. REMUNERATION AND CONDITIONS

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The position of Customer Service Officer Maternity Relief will be remunerated in accordance with the Local Government Officers Award Officers' (Western Australia) Interim Award 2011 and relevant Council Policies. Sick leave, long service leave and other benefits or conditions in the Local Government Officers Award are included in the package.

Salary will be in accordance with the range of Level 2 of the Award dependent on age, experience and qualifications \$41,214 per annum. Compulsory superannuation of 9.5% applies and Council will contribute a further 3% conditional on the employee making a contribution of 5%.

The position is initially for relief of staff on maternity leave and hours may vary.

5. POSITION DESCRIPTION

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**Customer Service Officer (Maternity Relief)**

***Position Description***

**1. Title**

Customer Service Officer (Maternity Relief)

**2. Level**

Local Government Officers' (Western Australia) Interim Award 2011 Level 2

**3. Department / Section**

Administration

**4. Position Objectives**

Objectives of Position -

Provides a high level of quality service, advice and information to both internal and external customers.

Within Section -

Act as the primary point of public contact when required, receive monies, maintain basic daily accounting records, provide secretarial support to CEO and Manager of Finance, provide support for Council meeting process and assist with general office duties.

Within Organisation -

Liaise with all internal & external staff as required.

**5. Requirements of the job**

**Skills**

1. Developed typing and keyboard skills
2. Developed time management and organisational skills
3. Developed verbal communication skills
4. Developed public relations skills
5. Developed computer skills
6. Developed numeracy skills
7. Developed reception and telephone skills

# Shire of Three Springs – Relief Customer Service Officer

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## Knowledge

1. Knowledge of Council's organisational structure and function
2. Knowledge of local government protocols
3. Working knowledge of local area
4. Working knowledge of basic bookkeeping

## Experience

1. No previous experience required, although advantageous

## Qualifications and / or Training

1. No formal qualifications required
2. Completion of Year 10 certificate with English and Maths
3. Hold a current "C" class motor driver's licence (preferred)
4. Police Clearance

## **6. Key Duties / Responsibilities**

### Customer Service

- Provide excellent customer service at all times (i.e. phone and front counter reception duties)

### Secretarial

- Provide secretarial services for the Chief Executive Officer and Manager of Finance as required
- Undertake various duties as assigned by the CEO or Manager of Finance and within the capabilities of the officer
- Assist with the preparation of Council agendas and minutes
- Prepare Chambers for Council Meetings
- Arrange catering for Council meetings
- Co-ordinate other Council functions

### Receipting / Banking (Main Cashier)

- Process the receipt of all funds received in person, by phone and by mail
- Reconcile daily funds received with receipts issued and prepare bank deposits
- Pool receipting and records maintained
- Process Police Vehicle and Licencing received in person

### Administrative

- Maintain the Shire Library including book exchanges
- Registering and filing of correspondence

### Finance

- Assist the Senior Finance Officer in the preparation of financial accounts as determined from time to time



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## General

- Assist the other staff with projects as directed from time to time
- Any other duties consistent with the level of this position

## 7. Organisational Relationships

### Responsible to

Manager of Finance

### Supervision of

Not Applicable

### Internal and External Liaison

Internal: Councillors

Council Employees

External: Guests and Visitors

General Public

## 8. Extent of Authority

Works under direct supervision and work outcomes are regularly monitored by the Senior Finance/Administration Officer, Chief Executive Officer and Manager of Finance

## 9. Selection Criteria

### Essential

1. Developed communication skills both written and verbal
2. Developed public relations skills
3. Developed word processing and publishing skills
4. Developed time management and organisational skills
5. Adequate knowledge of the English language including spelling, grammar and vocabulary
6. Prepared to undertake training to improve skills and knowledge
7. Basic reception and telephone skills

### Desirable

1. Working knowledge of local area
2. Working knowledge of basic bookkeeping