

Shire of Three Springs

Position Description

Date: January 2022

1. Position Identification

Title:	Customer Service Officer				
Position Number:	80	Level:	L2-L4	Agreement:	Local Government Officers (WA) Award 2021
Department:	Administration				
Section:	Customer Service				
Location:	Three Springs, Western Australia				

2. Reporting Relationships

Reports to:	Deputy Chief Executive Officer / Manager of Finance
Internal relationships:	Councillors Chief Executive Officer Senior Finance and Finance Officers All Staff
External relationships:	Key Stakeholders Ministers Community members
No of Direct Reports:	0

3. Value Statement

Embrace and promote the values of integrity, accountability, respect and innovation.

- A commitment to work together and respect each other
- To be a community that is fair minded, approachable, tolerant and responsive
- To have a regional focus; and
- To be an innovative and forward thinking community

4. Role Purpose

To act as the primary point of public contact at the Shire of Three Springs Administration Centre when required, receive monies, maintain basic daily accounting records, registering and filing of correspondence and assist with general office duties. Assist with basic financial duties such as debtor invoicing and creditor entry for payment, any other administration duties as required or requested by CEO or DCEO from time to time.

5. Key Objectives

- Provide a high level of customer service which will include receiving of monies, daily police licensing, answering and forwarding phone calls and face to face counter services.
- Provide assistance where necessary for the sound management of Councils financial systems. This may include the administering of debtor invoicing and creditor invoice system entry for payment.
- Provide assistance where necessary for the sound management of Councils Library and Library systems.
- Develop and maintain strong relations with all internal departments and external stakeholders and organisation which are vital to the overall effectiveness of the Office and the Council.

6. Key Responsibilities

6.1 Customer Service

Receipting / Banking

1. Process the receipt of all funds received in person, by phone and by mail.
2. Aquatic Centre receipting and records maintained (seasonal).
3. On completion of necessary training - Process Police Licensing received in person.

6.2 Administrative

1. Process incoming mail including collection from Post Office, opening and recording. (As per Records Keeping)
2. Assist in the Preparation of local paper "Yakabout" when required
3. Assist with Council website and Facebook page when required
4. Recording and Filing of correspondence.
5. Administer the bookings of Shire facilities.
6. Assist in the Administration of debtors and creditors
7. Assist in the Completion of Library processes
8. Assist with the Three Springs Cemetery processes

6.3 Finance

1. Assist the Senior Finance, Finance Officer and the Deputy Chief Executive Officer in the preparation of financial accounts as determined from time to time.

6.4 General

1. Provide support for the Chief Executive Officer and Deputy Chief Executive Officer as required.
2. Assist the other staff with projects as directed from time to time.

7. Leadership Capabilities

Results driven, demonstrated by actively leading continuous improvement initiatives, effectively collaborating with key stakeholders in support of the Strategic plan.

Drives a high performing customer focused culture where accountability, innovation, and excellence are valued.

High level of personal integrity and self-awareness, seeks feedback, developmental opportunities and displays sound judgment in decision-making.

8. Risk Management and Workplace Health and Safety

Participate, contribute and demonstrate personal commitment to safe practice and environmental awareness that is compliant with Duty of Care requirements under the OH&S Act 1984 and relevant regulations and guidance notes.

9. Other Requirements

Adheres to the Code of Conduct and other workplace policies and procedures and behaves in an honest, professional and ethical way.

10. Selection Criteria, Qualifications and Work Experience

Essential

- Demonstrated experience.
- Ability to demonstrate and support the values of the Shire of Three Springs.
- Developed communication skills both written and verbal
- Developed public relations skills
- Developed MS Word, Excel and publishing skills
- Developed time management and organisational skills
- Adequate knowledge of the English language including spelling, grammar and vocabulary
- Prepared to undertake training to improve skills and knowledge
- Basic reception and telephone skills

Desirable

- Working knowledge of local area
- Working knowledge of basic bookkeeping

Mandatory Requirements

Hold a current national "C" class driver's licence.

11. Authorisation Process

Authorisation Process			
Title:	Print Name:	Signature:	Date:
Chief Executive Officer			
Employee			



APPLICATION FOR EMPLOYMENT

Thank you for your interest in this position with the Shire of Three Springs. Please complete the following questions and attach with your application.

VACANCY DETAILS			
Position Title:			
PERSONAL DETAILS			
Surname:		Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss	
Given Names:		Date of Birth:	
Address:			
Suburb:		Postcode:	
Email:			
Daytime Contact No:		Mobile:	
Are you an Australian Citizen or permanent resident of Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, do you currently hold a Visa allowing you to work in Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If yes, please attach a copy.)</i>			
Do you hold a current Motor Vehicle Driver's Licence? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, please provide details:</i>			
State:	Class(es):	Number:	Expiry:
Do you hold a current: <input type="checkbox"/> National Police Clearance <input type="checkbox"/> Working with Children Check OR <input type="checkbox"/> willing to obtain clearance/s.			
RECRUITMENT SOURCE			
How did you first become aware of this vacancy?			
<input type="checkbox"/> Shire of Three Springs website	<input type="checkbox"/> Other website		
<input type="checkbox"/> Local Government Jobs website	<input type="checkbox"/> Local newspaper		
<input type="checkbox"/> WA Govt Jobs website	<input type="checkbox"/> West Australian		
<input type="checkbox"/> Word of mouth	<input type="checkbox"/> Other		
ATTACHMENTS			
Please ensure you have attached all the required documents (see <i>Information for Prospective Applicants</i> for details).			
<input type="checkbox"/> Cover Letter	<input type="checkbox"/> Resume / Curriculum Vitae		
<input type="checkbox"/> Referees (2 contactable work referees, preferably Supervisors or Managers)			
<input type="checkbox"/> Copies of relevant qualifications			
AVAILABILITY			
How soon would you be available to commence work? <i>(If currently employed, what is the minimum period of notice required?)</i>			



Declarations

The following declarations are NOT a barrier to being considered for employment, but will assist us to take due care in assessing placement should you be the successful applicant.

HEALTH			
To the best of your knowledge, do you have a medical condition, injury or disability that would impact your ability to undertake the duties of the position you applied for? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If “yes”, please provide details of condition:			
WORKER’S COMPENSATION CLAIM			
Have you ever made a Worker’s Compensation Claim? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If “yes”, please describe claim details (e.g. year of injury, what type of injury, company worked for, period of time off work, etc.):			
Year of Injury	Type of Injury	Name of Company	Period of time off work
Are any claims still current? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If “yes”, please provide details of current claims:			
CRIMINAL CONVICTIONS			
Have you ever been convicted of any offence in any court, or are you currently subject to any charges pending before court, or the subject of an investigation before a tribunal? <i>(You do not need to give details of any conviction which you have had declared spent under the “Spent Convictions Act 1988”.)</i> <input type="checkbox"/> Yes <input type="checkbox"/> No			
If “yes”, please provide details:			
APPLICANT DECLARATION			
I declare that all the above statements and attached supporting information are true in all respects and consent that this information will be stored and used for the purposes of assessing suitability for employment. I understand that in providing referees I consent to them being contacted. I acknowledge that any statement which is found to be false or deliberately misleading will make me, if employed, liable for dismissal. <i>(If submitting a hard copy, please sign and date. If emailing, please enter your name and date, we will consider this consent as described above.)</i>			
Applicant’s signature:			Date: