

# Shire of Three Springs

## Position Description

Date: 17<sup>th</sup> November 2021

### 1. Position Identification

<b>Title:</b>	Customer Service Officer				
<b>Position Number:</b>	79	<b>Level:</b>	L2-L4	<b>Agreement:</b>	Local Government Officers (WA) Award 2021
<b>Department:</b>	Administration				
<b>Section:</b>	Customer Service				
<b>Location:</b>	Three Springs, Western Australia				

### 2 Reporting Relationships

<b>Reports to:</b>	Deputy Chief Executive Officer / Manager of Finance
<b>Internal relationships:</b>	Councillors Chief Executive Officer Senior Finance and Finance Officers All Staff
<b>External relationships:</b>	Key Stakeholders Ministers Community members
<b>No of Direct Reports:</b>	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:
Deputy Chief Executive Officer	Rajinder Sunner		
Employee			