



Customer Service Officer

Shire of Upper Gascoyne

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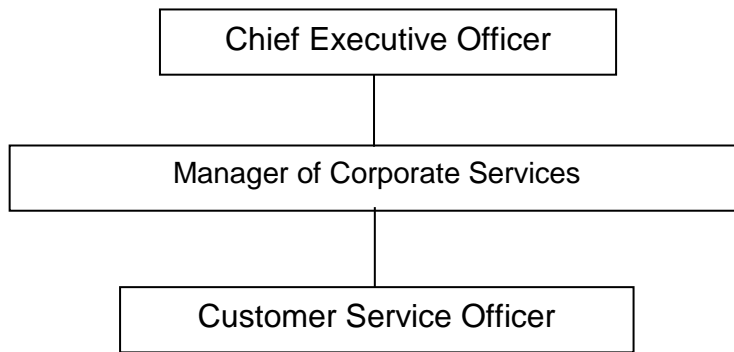
POSITION DESCRIPTION

Position Title: Customer Service Officer

Level: Classification Level 2 under Local Government Officers' (WA) Interim Award

Division: Corporate Services

Reports to: Manager of Corporate Services



Appraisals are undertaken annually.

Date Issued: _____ Review Date: _____

Reviewed By: _____

The Position:

An excellent opportunity has arisen for a dynamic team player and experienced candidate to join the Shire of Upper Gascoyne on a fixed term contract in a Customer Service Officer role. This position will report to the Manager of Corporate Services. The Customer Service Officer will be responsible for providing a high level of customer service to both external and internal customers, whilst taking into consideration the Shire of Upper Gascoyne's Mission and Values, Code of Conduct and Customer Service Charter. This includes responding to routine counter and telephone enquiries, general administration & finance duties as well as performing various duties as required at the Community Resource Centre. A full job description is contained within this Job Application for those suitably qualified candidates looking to apply and join our small and dynamic team here at the Shire of Upper Gascoyne.

The Preferred Candidate:

The preferred candidate will have highly developed communication skills both written and verbal, with the ability to deal with agitated and/or difficult customers, experience with cash handling, transaction processing and reconciliations. In addition, you will have attention to detail, developed computer literacy including Microsoft packages and be able to work both autonomously and in a team environment. Previous experience in a similar position and with Synergy will be highly regarded.

What the Shire of Upper Gascoyne Offers:

The Shire of Upper Gascoyne is one of Western Australia's most remote local governments covering an area of some 46,602 square kilometres. The Shire encompasses a number of small communities including the Gascoyne Junction Township, Woodgamia Aboriginal Community and Burringurrah Aboriginal Community, with its main industries being Pastoral, Mining Exploration and Tourism.

The Shire of Upper Gascoyne has a population of approximately 250 and is located in the town of Gascoyne Junction. The town offering a range of facilities and activities for residents. A sports oval and tennis courts in the centre of town is the focus for sporting activities within the Shire. Adjoining the Oval is the Gascoyne Junction Pavilion, a fully air-conditioned venue, where public and private events are frequently held.

A bright new children's playground is located on the main street, while the Federation Park beside the oval has a pleasant rotunda, providing shade for a lunchtime stop as well as a free gas BBQ and wood fired pizza oven.

The town includes a Remote Community School, a Community Resource Centre (CRC) and also has a sealed air-strip with pilot activated lights (PAL) which is used by the Royal Flying Doctor Service.

The Tourism Precinct provides the community with social and retail infrastructure complete with a tavern, Caravan Park, children's playgrounds and camping grounds, 24 hour fuel facility and a roadhouse / cafe including a convenience store.

Remuneration Package:

The Shire of Upper Gascoyne offers an attractive remuneration package for the right candidate.

The package consists of salary, superannuation (including salary sacrifice for superannuation), and a uniform allowance.

Further information regarding the package will be provided on request.

Our Vision Statement:

The Shire of Upper Gascoyne will be a sustainable service base supporting the pastoral, tourism and mining industries and the local community.

Our Mission Statement:

To work with all sectors of the Upper Gascoyne community to retain and attract people and businesses to the district.

Our Core Team Values:

- Integrity
- Authenticity
- Excellence
- Professionalism
- Respect and Inclusion
- Humility
- Passion
- Cohesion

By defining and communicating our values we will:

- Be consistent in our customer service delivery
- Have a shared agreement about our behaviour with each other and with our customers
- Build on loyalty, trust and our reputation
- Recruit the right people into our organisation
- Promote, recognise and reward people who demonstrate these values

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

We ask that all employees demonstrate these values in the work they do and in the way they do it. What we do is important and how we deliver our service is important.

POSITION OVERVIEW

To provide a quality customer service that will meet the standards outlined in the Shire's Strategic Corporate and Community Plans and to assist the Tourism and Community Development Officer in managing the general day to day operations of the Community Resource Centre.

POSITION OBJECTIVES**1.1 Objective(s) of the Position**

- To deliver high levels of customer service to the members of our local and wider community, local businesses in the area and visitors to the Upper Gascoyne region.
- Support and compliment existing partnerships within the community between agencies and other services.
- Demonstrate the ability to actively promote our region to visitors and provide information on roads, attractions and places of interest.
- Keep our community up to date with the availability and accessibility to shire services.
- To provide professional and skilled administration support as part of the day to day operation of the Centre.
- Be competent in following due process when handling payments for the purpose of receipting and end of day reconciliations.
- Maintain good, accurate and compliant records in line with relevant legislative requirements and standards.

- Participate in information sharing with other Community Resource Centre's.
- Assist staff in the preparation and implementation of Community Events and Programs driven by the Community Resource Centre.
- Actively participate in the process of internal training and further skill development within the organisation, including providing relief cover in other positions during times of staff shortages.
- Work effectively and collectively as a member of the Corporate Services team.
- Other functions as directed by the Manager of Corporate Services.

1.2 Key Areas of Performance within Division

- Accurately receive and receipt monies received by the shire
- Adhere to the cash handling procedures at all times
- Reconcile daily takings to system receipting reports.
- Process licencing services including renewals, transfers and permits on behalf of the Department of Transport. This also includes assisting customers with any DoT related enquiries.
- Field incoming calls for both the CRC and the Admin office as the "First point of Contact". Provide assistance to the phone-in customer and be articulate, professional and efficient when delivering this service.
- Prepare, publish and disseminate on a monthly basis, the Gassy Gossip community newsletter.
- Process incoming and outgoing mail, including sales on behalf of Australia post and assisting customers with enquiries regarding postage.
- Assist customers with accessing online services for other agencies or general web browsing.
- Be attentive and use initiative – due to the small size of the corporate team, this position requires a high level of self-motivation.
- Be open to accepting new challenges and demonstrate an eagerness to learn – because we are a small team, officers need to be adaptable to change and flexible in their approach to their roles.
- Be committed to researching and investigating opportunities to improve on our efficiencies and services, advocate for change where required.
- Other duties as directed by the Manager of Corporate Services.

1.3 Key Areas of Commitment Within Organisation

- The CRC is part of the Shire and is responsible for providing service in accordance with both Shire Policies and the CRC funding agreements.
- Undertaking tasks and providing support for staff to achieve accurate and efficient customer service that meets the Shire's organisational, legislative and customer requirements.
- All staff are to be punctual, professional and presentable at work and during times of shire representation (i.e. at events or community engagements etc.).
- Always demonstrating the appropriate behaviours and attitudes reflective of the organisation's core values and code of conduct.

2. REQUIREMENTS OF THE JOB

2.1 Skills

- High level of knowledge of community development principles and practices.
- Ability to effectively communicate in cross culture environments.
- Demonstrated ability and strong commitment to customer service.
- High level of verbal and written communication and public relations.
- Well-developed numeracy and cash handling ability.
- Demonstrated knowledge of Microsoft based applications.
- Intermediate computer skills.

2.2 Knowledge

- A basic understanding of the functions of a Local Government Authority.
- A developing knowledge of the local area (continuous self-development).
- Knowledge on developing business relationships.
- Working knowledge of procedures and usage of a variety of office equipment.
- Knowledge of basic technical computer operations.

2.3 Experience

- Experience in the use of Microsoft based applications.
- Experience in Community Development.
- Experience with cash handling and balancing.
- Previous experience with customer service.
- Experience in creating and formatting documents, along with researching data and working with design software to create published material.

2.4 Qualifications and/or Training

- Formal qualifications desirable.
- Secondary Education Certificate.

2.5 Required Training

- Council will provide training to help elevate the successful candidate to the level expected of a Council employee.

3. KEY AREAS OF RESPONSIBILITY AND PERFORMANCE EXPECTATIONS

3.1 Outcome – Customer Service

- Develop harmonious relationships with internal and external stakeholders.
- Treat all persons with professionalism and dignity, internal and external.
- Develop and maintain a sense of loyalty and team ownership between members of the Unit.
- Promptly attend to enquiries in a courteous and effective manner.
- Take initiative to attend to existing or potential needs of the position.

3.2 Outcome – Safety and Health

- Operate equipment in accordance with demonstrated safety procedures and proper instruction.
- Comply with safety and health instructions.

3.3 Outcome – Accounting Control

- Adhere to cash handling and receipting procedures at all times.
- Prepare and reconcile daily takings to system receipting reports.
- Undertake accurate processing of daily bank transactions.

3.4 Outcome –Administration

- Demonstrated commitment to accuracy.
- Promote the shire in a positive manner at all times when dealing with external contacts.
- Maintain good record keeping practices in accordance with compliance and legislation.

3.5 Outcome – Revenue

- Be the responsible officer and work within the financial budget for the CRC.

4. ORGANISATIONAL RELATIONSHIPS:

4.1 Responsible to:
Manager of Corporate Services

Supervision of:
Nil

4.2 Internal Liaison
Manager of Corporate Services
Other members of the Corporate Services Team
Manager of Works
Other members of the Works Team
Contract Accountant
Chief Executive Officer

4.3 External Liaison
Tourists, Residents, Businesses, suppliers and public

5. EXTENT OF AUTHORITY

This position works under the direction of the Manager of Corporate Services. Solutions to problems are generally found in documented techniques, precedents, guidelines and instructions.

Assistance is available when required.

6. ANNUAL APPRAISAL & KEY PERFORMANCE INDICATORS

- Quality of Work
- Quantity of Work
- Relationships with Others
- Overall effectiveness as a team member and contribution to collective team objectives and common goals
- Safety Record
- Initiative
- Commitment and Attitude

POSITION DESCRIPTION ADMINISTRATION

For: **Customer Service Officer**

Prepared By:	Chief Executive Officer	Date Issued:
Present Occupant:		Date Appointed:
Chief Executive Officer		Signed :