



Shire of Lake Grace

CUSTOMER SERVICE OFFICER POSITION DESCRIPTION

Shire Values

'A safe, inclusive and growing community embracing Opportunity'

Position title Customer Service Officer

Department / service area Corporate Services

Industrial award Local Government Industry Award 2010

Classification Level 3

Position reports to (role) Deputy Chief Executive Officer

**Position supervises /
Manages (roles)** Nil

Last date PD reviewed 07/02/2019

Links to Corporate Plan Objectives

SOCIAL OBJECTIVE

A valued, healthy and inclusive community and life-style

- Outcome 2.1 An engaged, supportive and inclusive community

LEADERSHIP OBJECTIVE

Strong governance and leadership, demonstrating fair and equitable community values

- Outcome 4.2 An efficient and effective organisation

Position Certification Date: 07/02/2019

Employee Name:

Signature:

Approved by: Alan George
Deputy Chief Executive
Officer

Signature:

Approved by: Denise Gobbart
Chief Executive Officer

Signature:

Position Summary

Job Purpose

The Customer Service Officer will act as the first point of contact for customer enquiries, providing a high quality and efficient service to internal and external customers within the whole organization, in accordance with Local Government customer service standards.

The Customer Service Officer will be responsible for providing transport licencing services to the Community on behalf of the Department of Transport

Position Objectives

Achievement of a timely and cost effective customer focused service, ensuring customer needs and requirements are paramount when making decisions and taking action.

Customer enquiries are satisfied in accordance with Local Government customer service standards.

Providing Department of Transport Licencing Services that are in adherence to regulations and laws.

Primary, delegated or supporting responsibilities

Customer Service Tasks:

- Front counter customer service
- Receiving, registering and fielding incoming telephone calls and emails to the appropriate responsible officers
- Managing booking for all Shire facilities
- Receiving, distributing, monitoring and updating customer service requests
- Cash receipting for rates, dogs, cats, fees and charges and any other miscellaneous

- payments
- Daily checking and loading of photocopiers, checking shredder paper level and emptying as and when required
- Daily changeover of server back-up tape
- Any other customer service tasks as required

Administration Tasks:

- Flying of flags
- Managing the PowerPoint presentation displayed on the Shire's reception television
- Daily mail collection and replenishment of staff amenity supplies (milk, coffee, tea etc.)
- Ordering of annual dog and cat tags
- Composing and distributing annual dog and cat registration letters
- Maintaining key registration/provision/control for Shire buildings, vehicles and facilities
- Ordering and maintaining stock of stationery and supplies
- Cemeteries burial coordination and record management
- Fortnightly reporting on customer service requests
- Registering of incoming correspondence and filing tasks

Department of Transport Licensing Tasks:

- Undertake Department of Transport (DoT) licencing training and keep up to date with all regulations and procedural changes
- Perform DoT licencing and cash receipting duties
- Process DoT paperwork for monthly driver testing
- Perform DoT licence plate and forms stocktake

Finance Tasks:

- Daily banking and end of day reconciliation
- Petty cash management and balancing

General Tasks:

- Contribute towards a safe workplace by displaying duty of care as outlined in the Shire of Lake Grace Occupational Health and Safety Policy 4.6
- Any other duties as directed by the Administration Coordinator and Deputy Chief Executive Officer

General Responsibilities and expected behaviour or conduct

The Model Code of Conduct provides elected members and staff in Local Government with consistent guidelines for an acceptable standard of professional conduct. The Code addresses in a concise manner the broader issue of ethical responsibility and encourages greater transparency and accountability in individual Local Governments.

Staff are expected to;

- ✓ assist other employees from time to time and contribute to teamwork
- ✓ behave in a manner and be seen to act, properly and in accordance with the requirements of the law and the terms of this Code
- ✓ observe the highest standards of honesty and integrity
- ✓ avoid conduct which might suggest any departure from these standards
- ✓ give effect to the lawful policies of the Local Government, whether or not they agree with or approve of them

Key Performance Indicators	Performance Requirements
To be determined	

Occupational Safety and Health Statement of Outcome

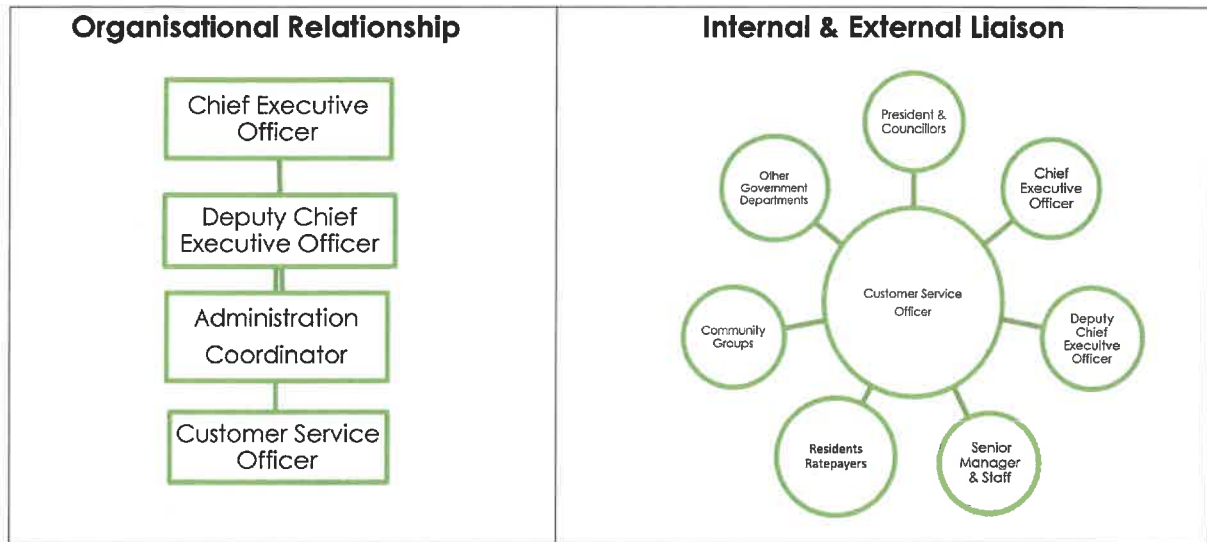
A safe and efficient place of work is our goal, and we must all be committed to reach this outcome. The Shire of Lake Grace is committed to continuous improvement of the

Occupational Health and Safety standards.

Equal Employment Opportunity Statement of Outcome 2015-2017

1. The organisation values EEO and diversity and the work environment is free from sexual and racial harassment.
2. Workplaces are free from employment practices that are biased or discriminate unlawfully against employees or potential employees
3. Employment programs and practices recognise and include strategies for EEO groups to achieve workforce diversity
4. Maintain a relevant and achievable EEO Management Plan through communication, review/amendment and evaluation

Position Liaises with:



SELECTION CRITERIA

ESSENTIAL

1. Previous demonstrable experience in a customer service position
2. Accurate numeracy skills and experience in cash handling and receipting processes
3. The ability to demonstrate a genuine commitment and responsiveness in providing the highest quality of customer service
4. Well-developed public relations and interpersonal skills
5. Excellent keyboard and computer literacy skills, with knowledge of Microsoft Office programs
6. An understanding of record management and archival processes
7. Self-motivated, with the ability to work without supervision
8. High attention to detail and good problem solving skills
9. The ability to work as part of a team and willingness to cross over into other areas when required
10. Willingness to attend Department of Transport Licencing Training
11. Hold a Current National Police Clearance Certificate (no less than 3 months old)
12. The ability to pass a pre-employment medical and drug screening
- 13.

PREFERRED

1. Previous experience of working for a Local Government Agency
2. Working knowledge of IT Vision software
3. Working knowledge of Department of Transport registration and licensing software
4. Working knowledge of accounting principles
5. Working knowledge of the Road Traffic Act 2008, Dog Act 1976 Cat Act 2013 and associated Local Laws, Cemeteries Act 1986, Bush Fire Act 1954 and Bush Fire Regulations
6. Current C Class Drivers Licence

PHYSICAL REQUIREMENTS OF THE POSITION

Sitting / standing for periods of time, ergonomics, lifting, bending, work with screen based equipment

GENERAL INFORMATION

This position description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the organisation may require the employee to carry out any duties, which are within the employee's skill and competence.

In addition, due to the nature of work with this position and need for timeframes to be met, it is essential that the incumbent is flexible in being able to work when required, including attendance at non-business hours meetings, workshops and the like.

Position Acknowledgement and Acceptance

Yes No

Date __/__/__

_____	_____	____/____/____
Position Holder	Signature	Date
Alan George		4, 9, 2019
Deputy Chief Executive Officer	Signature	Date
Approved by		
Denise Gobbart		5, 9, 2019
Chief Executive Officer	Signature	Date

This position description will be reviewed annually as part of the annual performance appraisal process.