



Customer Service and Administration Officer

Selection Criteria

You must address the following in your application to be considered for the Customer Service & Administration position:

1. Developed communication skills – both written and verbal.
2. Strong keyboard skills and word processing skills.
3. Developed numeracy and cashier skills and basic accounting skills.
4. Sound knowledge of records and filing systems.
5. Previous customer service experience.
6. Valid Western Australian Driver's Licence.



Customer Service and Administration Officer

Position Description

1. Position: Customer Service and Administration Officer

Name:

Date Commenced:

2. Industrial Instrument and Level: Local Government Industry Award 2010
Level: 3

3. Position Summary

- Customer service and administration tasks including cash receipting, banking, library services, transport licensing and records management.
- To provide general Customer Services and information assistance referring technical enquiries to relevant staff

4. Requirements of Position

4.1 Skills

Essential:

- Model a 'can do' attitude.
- Developed communication skills – both written and verbal.
- Sound keyboard skills and word processing skills.
- Strong interpersonal and telephone skills.
- Numeracy and cashier skills and basic accounting skills.
- Working knowledge of rural library operations.
- Processing licence renewals including dogs and cats.
- Records and filing systems and practice and sound working knowledge of the records management requirements of the Local Government Act.
- Working Knowledge of Department of Transport Licensing procedures (Trellis).

Desirable:

- Knowledge of State Records Office Policy & Procedures.
- State Library Services.
- Accredited Transport Officer.

4.2 Knowledge and Experience

Essential:

- Working knowledge of Councils booking system, library and transport licencing system.
- Experience with customer service.
- Office administration.
- Word processing knowledge and general competency.

Desirable

- Previous clerical experience.
- Experience as a user of Synergy Soft accounting.

4.3 Qualifications and/or training

Essential:

- Training with the Department of Transport licencing system.
- Computer skills including Microsoft suite of products.

Desirable:

- Current "A" class drivers licence.
- Possession of or progress towards Senior First Aid accreditation.

5. Principle Roles and Responsibilities

The principle responsibility areas of this position are outlined below:

- Provide a high level of service to the Public and Library Patrons attending the Shire Office Counter.
- Accurately receive and record all monies paid to the Shire.
- To accurately advise residents of licencing procedures on behalf of the Department of Transport.
- Provide initial point of contact with public (phones and counter) and answer all general queries.
- Daily banking.
- To maintain a suitable records system for the booking of Council facilities.
- To maintain the dog and cat registration system.
- To provide organisational clerical administration and typing support.
- Process payments including Rates, Private Works, Swimming Pool and other services.
- To liaise and co-operate with other staff and public regarding Customer Service duties.
- Records management including inward and outward mail and filing
- Understand, practice and comply with OH&S. Requirements and standards.

- Other tasks as directed by the CEO, Deputy CEO and other senior staff.
- Ensure appropriate housekeeping tasks are completed on a daily basis.

6. Key Performance Requirements

- Perform all tasks in an accurate, organised and timely manner.
- Attitude, respect for others and response to directions given.
- Deal with all public enquiries in a knowledgeable, professional and efficient manner.
- Provide high level internal and external quality customer service.

The following general criteria forms a standard part of each annual performance review:

- Time management: complete tasks within required timeframes.
- Team work: work as a constructive part of the team, participate in team meetings and seek task improvement and increase efficiency.
- Verbal communication: demonstrate effective verbal communication skills.
- Written communication: demonstrate effective written skills.
- Problem solving: demonstrate problem solving skills and initiative.
- Computer literacy: Ability to all necessary software applications.

7. Key Projects

Daily tasks and routine duties

8. Organisational Relationships:

8.1 Position is responsible to: Deputy CEO

8.2 Position supervises: Nil

Key Relationships:

Internal: Chief Executive Officer,

Deputy CEO

Works staff

Administration Staff

Contractors and other service providers as appropriate to the position

External: General Public (including Ratepayers and Residents as appropriate)

Suppliers of goods and services, contractors

9. Extent of Authority

- Works under general supervision of the Deputy CEO.
- The incumbent may be requested to act in higher duties from time to time. Higher duties allowance is payable where provided for under the Award for such periods.

10. Public Responsibilities

- To promote a favourable public image of Council’s personnel, operations and the Shire in general.

11. Acceptance

Signed:

	<i>Signature:</i>	<i>Date</i>
Employee	_____	_____
Supervisor	_____	_____
CEO	_____	_____

12. Position Description Review History

Created		
Reviewed and Updated		