



SHIRE OF BEVERLEY

FULL TIME CUSTOMER SERVICE and ADMINISTRATION OFFICER

The Shire of Beverley is seeking a motivated individual to fill the position of a full time Customer Service and Administration Officer.

The role revolves around front counter operations. The successful applicant will have excellent customer service, computer and cash handling skills and must be able to undertake a five day Department of Transport licensing training course in Perth.

An application pack including position description and selection criteria is available from:

Shire Office: 136 Vincent Street Beverley, Mon – Fri 8.30am – 4.00pm

Telephone: (08) 9646 1200

Website: www.beverley.wa.gov.au/council/employment

Email: allison.bowman@beverley.wa.gov.au

How to Apply

Please complete the application form and forward a covering letter addressing the selection criteria together with a copy of your updated resume.

Applications need to be received no later than **4:00pm Wednesday, 17 April 2024** and addressed to Allison Bowman, Shire of Beverley, PO Box 20, Beverley WA 6304 or sent via email to allison.bowman@beverley.wa.gov.au



CUSTOMER SERVICE & 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 2020
Level: 3

3. Position Summary

- Customer service and administration tasks including cash receipting, banking, 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.
- 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.

Desirable:

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

4.2 Knowledge and Experience

Essential:

- Experience with customer service.
- Office administration.
- Word processing knowledge and general competency.

Desirable

- Working knowledge of Councils booking systems and the transport licencing system.
- Previous clerical experience.
- Experience as a user of Synergy Soft accounting.

4.3 Qualifications and/or training

Essential:

- Computer skills including Microsoft suite of products.

Desirable:

- Training with the Department of Transport licensing system. (Provided)
- Current "C" 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 attending the Shire Office Counter.
- Accurately receive and record all monies paid to the Shire.
- To accurately advise residents of licensing 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. WHS Requirements

Daily tasks and routine duties

- Work with care for their own safety and health and that of others
- Participate in developing safe work procedures and follow them
- Participate in training
- Use equipment properly and report any faults/damage
- Use personal protective equipment as directed
- Report hazard and incidents to their Supervisor/Manager

Participate in your return to work plans

9. Organisational Relationships:

9.1 Position is responsible to: Deputy CEO

9.2 Position supervises: Nil

9. Organisational Relationships Continued:

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

10. 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.

11. Public Responsibilities

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

12. Acceptance

Signed:

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

13. Position Description Review History

Created	23 September 2019	
Reviewed and Updated	March 2021	
Reviewed and Updated	May 2022	
Reviewed and Updated	March 2024	



Job Application Form

APPLICANT SECTION				
Position applied for:				
PERSONAL DETAILS				
Given name:		Surname:		
Preferred name:				
Address:				
Telephone	Mobile:		Day:	
Email:				
CURRENT QUALIFICATIONS				
Qualification title	Institution or training provider		Year completed	

CURRENT STUDY

Are you currently undertaking study or training? (tick one) Yes No

If yes, course or program name: _____

Type of study: Full time Part time Distance Education Other

PREVIOUS EMPLOYMENT (list most recent first)

Employer Name / Organisation	Dates from/to	Position held	Reason for leaving	Office use only Initial & date

REFERENCES

Do you agree to have referees contacted in relation to this application? (tick one) Yes No
Reference checks will be conducted legally in an ethical manner and all information derived will remain confidential.

Please provide details of three people who can speak on your behalf regarding your work history

Name	Contact No.	Position held or working relationship eg supervisor	Office use only Initial & date

TYPE OF WORK

What type of work are you available for? (tick) Full time Part time Casual

When will you be available for work?

Please provide any other information that you identify as being pertinent to this application
 eg medical conditions, disabilities

I declare that, to the best of my knowledge, the information given is true and correct. I understand that inaccurate, misleading or untrue statements or knowingly withheld information may result in termination of employment with this organisation. I understand that this application does not constitute an offer of employment. I understand that, in some cases, police and credit checks will be required and I will be notified if this applies to this application.

Signed: _____ Date: _____