

| 1.0 Position Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                         |
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| POSITION TITLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Customer Services Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                         |
| CLASSIFICATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Level 4 Local Government Industry Award                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                         |
| EMPLOYMENT TYPE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Permanent Full Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                         |
| WORK HOURS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 40 hours per week plus occasional Saturday mornings                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                         |
| REPORTING TO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Senior Customer Services Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                         |
| DEPARTMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Community Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                         |
| LOCATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Shire of Irwin Administration Office, 11-13 Waldeck Street, Dongara                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                         |
| SUPERVISION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Nil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                         |
| INTERNAL RELATIONSHIPS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | All Shire Employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                         |
| EXTERNAL RELATIONSHIPS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Councillors, Residents, Rate Payers, Community, Visitors and other stakeholders                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                         |
| REVIEW DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | November 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                         |
| 2.0 Position Objective                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                         |
| <ul style="list-style-type: none"><li>Provide professional, friendly and courteous customer service to internal and external customers and advise on all areas of Council services and operations. Act as point of contact for residents and rate payers of the Shire of Irwin and effectively handle enquiries, service requests, bookings, payments and complaints on the front desk and other channels. Delivery quality service in adherence to the Customer Service Charter and demonstrate a continuous improvement mindset. Assist in providing up to date tourist information as part of the Visitor Information Centre and contribute to the Shire’s goal of being a high performing organisation.</li></ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                         |
| 3.0 Position Specific Tasks and Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                         |
| KEY AREA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | DUTIES AND RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | KEY PERFORMANCE INDICATORS                                                                                                                                                              |
| Customer Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"><li>Provide accurate, timely and appropriate advice and assistance to customers in all aspects of the Shire’s Operations utilising all available resources.</li><li>Accurately receive and process applications, requests or complaints from customers into the Shire’s systems.</li><li>Adhere to customer service procedures and processes for general enquires, service requests, payments, bookings and complaints.</li><li>Respond to difficult situations with skill and diplomacy.</li><li>Utilise flexibility in approach to work practices with an ability to adapt to and support change in a dynamic environment.</li></ul> | <ul style="list-style-type: none"><li>Adherence to the customer service charter.</li><li>85% of all resolvable requests to be resolved at first<sup>t</sup> point of contact.</li></ul> |

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|                       | <ul style="list-style-type: none"> <li>▪ Handle confidential information and situations in a sensitive manner and to work under pressure in a busy and demanding environment.</li> <li>▪ Direct enquires which are not the Shire's responsibility to the appropriate organization.</li> <li>▪ Provide assistance to other team members as required.</li> <li>▪ Attend meetings and training courses as required.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Administration</b> | <ul style="list-style-type: none"> <li>▪ Administer and process incoming and outgoing emails and record where required in accordance with records management procedure using the Altus ECM application;</li> <li>▪ Undertake photocopying, collating and binding of documents, as requested;</li> <li>▪ Process bookings for Council buildings, equipment and parks foreshore hire using the SynergySoft Community Bookings module;</li> <li>▪ Maintain the Customer Service procedure manuals and associated paperwork</li> <li>▪ Process Plan Search requests for owners as required</li> <li>▪ Data entry of customer work requests into Mex system, follow up with relevant department any progress updates and then advise customers accordingly.</li> </ul>                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>▪ Tasks are efficiently undertaken as scheduled on a daily/weekly/monthly basis and as required.</li> <li>▪ Requests recorded in the Shire's systems to have an accuracy record of 90% or greater.</li> <li>▪ The Customer Service procedure manual to be reviewed and updated every 3 months or immediately if changes occur.</li> <li>▪ Requests to be completed in 5 business days.</li> </ul> |
| <b>Tourism</b>        | <ul style="list-style-type: none"> <li>▪ Provide tourists with information about local tourism attractions and services;</li> <li>▪ Assist visitors with accommodation bookings throughout Western Australia;</li> <li>▪ Liaise with local operators to obtain information regarding cost and availability of goods and/or services;</li> <li>▪ Undertake marketing and promotional activities of local events through social media including Facebook, Trip Advisor, tourism website, advertisements and other mediums as required; and</li> <li>▪ Assist in the production and delivery of Dongara Port Denison brochures (including advertisements).</li> <li>▪ Merchandise - assist customers with merchandise enquiries and actively promote shop goods, assist in stocktake and ordering of merchandise and ensure re-stock as required.</li> <li>▪ Restock tourist pamphlets and merchandise.</li> <li>▪ Book TransWA and Integrity bus bookings and end of month reconciliation</li> </ul> | <ul style="list-style-type: none"> <li>▪ Stock levels are maintained at 80% or greater.</li> <li>▪ Consumables are maintained with a minimum of 6 months from expiry of shelf date.</li> <li>▪ Visitor satisfaction rate achieved is greater than 80%.</li> </ul>                                                                                                                                                                        |

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| <b>Financial</b>       | <ul style="list-style-type: none"> <li>▪ Receipt payments received by mail or at the counter, including but not limited to rates, development applications, animal registrations and infringements.</li> <li>▪ Maintain a high level of accuracy in processing transactions, end of day reconciliations, point of sale transactions and record keeping</li> <li>▪ Raise requisitions, prepare purchasing quotation form and enter into Synergy. Account enquiry lookup for purchase orders and future budgeting for approval from Line Manager.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Requests recorded in the Shire's systems to have an accuracy record of 90% or greater.</li> <li>▪ Accuracy and reconciliation of cash receipted is 95% achieved prior to close of business.</li> </ul> |
| <b>Office Services</b> | <ul style="list-style-type: none"> <li>▪ Maintain customer service reception areas in a tidy condition, including the orderly display of current materials and information; and</li> <li>▪ Maintain the back of house consumables and facilities</li> <li>▪ Manage office assets, including printers and other office equipment</li> <li>▪ Provide support to managers as required</li> <li>▪ Point of contact for building management and any other office related contractors.</li> </ul>                                                                | <ul style="list-style-type: none"> <li>▪ Presentation of front and back of house to be maintained in a professional and well-kept manner at all times.</li> <li>▪ Staff satisfaction feedback to be greater than 90% satisfied.</li> </ul>      |
| <b>Other</b>           | <ul style="list-style-type: none"> <li>▪ Other duties as requested by the Community Services Manager or Senior Customer Service Officer.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                 |

| <b>4.0 General Position Requirements</b> |                                                                                                                                                                                                                                                                                       |
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| <b>Ethical Behaviour</b>                 | Demonstrates a positive commitment and compliance with all legislation covering all forms of workplace discrimination, harassment, victimisation and bullying, compliant with the Shire's Code of Conduct and all policies.                                                           |
| <b>Work Health and Safety</b>            | Ensuring duty of care which is compliant with WHS legislation and the Shire of Irwin policies and procedures. Follow all safety processes appropriately, including reporting injuries, accidents and near misses.                                                                     |
| <b>Risk Management</b>                   | Duties are performed according to the Shire of Irwin procedures and principles for risk management which includes WHS, appropriate to the position's duties as prescribed in our organisational procedures and according to legislative and regulatory requirements.                  |
| <b>Human Resource and Leadership</b>     | Participates in performance management processes; participates in leadership and development activities including induction, recruitment, and succession planning.                                                                                                                    |
| <b>Records Management</b>                | Ensures all documents are recorded in accordance with the Shire's Recordkeeping Plan, policies and procedures. Ensures confidentiality is maintained at all times.                                                                                                                    |
| <b>Strategic Vision</b>                  | Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the Shire's strategic objectives as required. |
| <b>Values we are committed to</b>        | <p>Creates and maintains a positive working environment while upholding the Shire's values of:</p>                                                                                                |

| 5.0 Behavioural Competencies |                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| VALUE DESCRIPTION            | EXEPECTED BEHAVIOURS                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Innovation</b>            | <p><b>We are forward thinking and creative in our approach and strive to continuously improve the way we work.</b></p> <ul style="list-style-type: none"> <li>▪ I look for better ways of doing things.</li> <li>▪ I am open to feedback and change</li> <li>▪ I encourage and embrace new ideas</li> <li>▪ I foster creativity and think outside of the box</li> <li>▪ I am solution focused.</li> </ul>                             |
| <b>Accountability</b>        | <p><b>We will honour our commitments and responsibilities to achieve positive results in a transparent environment.</b></p> <ul style="list-style-type: none"> <li>▪ I lead by example</li> <li>▪ I learn from my mistakes</li> <li>▪ I am responsible for my actions</li> <li>▪ I am committed to achieving my goals</li> <li>▪ I acknowledge positive behaviour and successes</li> </ul>                                            |
| <b>Integrity</b>             | <p><b>We always act in the public interest and are open, honest, fair and ethical in our interactions with others.</b></p> <ul style="list-style-type: none"> <li>▪ I am fair and consistent</li> <li>▪ I am honest, trustworthy and reliable</li> <li>▪ I effectively and actively communicate</li> <li>▪ I conduct myself in a professional manner</li> <li>▪ I am loyal and committed to the organisation</li> </ul>               |
| <b>Respect</b>               | <p><b>We support and appreciate each other in an inclusive culture to ensure a sense of pride and enjoyment</b></p> <ul style="list-style-type: none"> <li>▪ I am considerate of the needs of others</li> <li>▪ I genuinely listen when others communicate</li> <li>▪ I respect the roles and opinions of others</li> <li>▪ I treat others how I wish to be treated</li> <li>▪ I support, help and encourage my colleagues</li> </ul> |

## 6.0 Skills, Experience and Qualifications

### SELECTION CRITERIA – ESSENTIAL REQUIREMENTS

#### Qualifications and experience

- Qualification/s in business administration (or other relevant discipline) and/or at least 2 years previous experience in a customer service role.

#### Knowledge and skills

##### Essential

- Excellent communication skills – interpersonal, written and verbal;
- High level of customer service and public relations skills;
- Ability to demonstrate active listening skills
- Attention to detail and a high degree of accuracy
- High level of organisational, time management and prioritising skills.
- Developed Microsoft Office Suite skills in Word, Excel and Outlook and ability to learn computer applications.
- High level of personal integrity, confidentiality and initiative;
- Ability to maintain productive and efficient output in a busy work environment;
- Ability to work in a team environment and individually;
- Ability to embrace, accommodate and implement change;
- Current C Class Drivers Licence.

##### Desirable

- Certificate of Secondary Education (Year 12) or equivalent.
- Ability to prepare and interpret financial information.
- Working with Children Check.

## 7.0 Selection Criteria

### ESSENTIAL REQUIREMENTS

- Qualification/s in business administration (or other relevant discipline) and/or at least 5 years previous experience in a customer service role.
- Excellent communication and active listening skills – interpersonal, written and verbal.
- High level of customer service and public relations skills.
- Attention to detail and a high degree of accuracy
- High level of organisational, time management and prioritising skills.



## 8.0 Position Description Acknowledgement

### ESSENTIAL REQUIREMENTS

This Position Description is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The Shire of Irwin reserves the right to amend responsibilities as required to meet business and operational requirements.

I, *the undersigned*, have noted and agreed to the values, statement of duties, responsibilities and other requirements as detailed in this document. I understand this position description may be subject to change as required and any change of duties shall be discussed with the undersigned.

Date:

Name:

Signature:

