

# Kojonup



One community, many choices

## POSITION DESCRIPTION

<b>Position Title:</b>	Customer Service Officer
<b>Level:</b>	2.1 – 3.4
<b>Department:</b>	Corporate Services
<b>Section:</b>	Finance
<b>Responsible to: (Immediate Supervisor)</b>	Manager Corporate & Community Services
<b>Position(s) Under Direct Supervision</b>	Nil
<b>Position(s) Under Indirect Supervision</b>	Nil



## **VISION**

Kojonup is a smart region featuring a technologically advanced agricultural community, an educational and historical destination, and a healthy and enviable lifestyle.

## **OUR CORE VALUES**

### **Integrity**

We will act in an honest, professional and accountable manner that maintains the community trust.

### **Care and Respect for People**

We will treat people with respect in all of our interactions. We are committed to the safety and wellbeing of our community and employees and will show care and empathy when addressing issues.

### **Responsible**

We are mindful of our role as custodian of the community's assets, and will make decisions in a responsible manner. We will consider value for money in decision making and ensure that our operations and systems promote efficiency and good governance.

### **Open and Reliable**

We will carry out our business in a transparent and approachable way, respecting diverse views and valuing the input and contributions from the community. We will act consistently and communicate clearly.

## POSITION OBJECTIVES

### Objectives of the Position

- Accurately receive and record all monies paid to the Shire by customers;
- Act as the initial point of contact with customers, both in person and via telephone;
- Project a professional outlook by providing excellent customer service;
- To maintain basic daily accounting records;
- Maintain appropriate office stationary levels and purchase where required for the organisation;
- Undertake general office duties as required; and
- To provide a focal point for other staff to refer customers to for receipt of payments and enquiries.

### General

- Contribute to the provision of a high standard of services that support and improve Corporate Services in the Shire of Kojonup and neighbouring local governments;
- Ensure all statutory requirements (and where applicable Council policies) relating to Corporate Services are met with compliance;
- Provide responsible and professional advice and public relations on Administration matters to Council and community through face-to-face contact, telephone and written correspondence.
- Liaise with the Chief Executive Officer, Executive Managers, Staff, the Public and Public Authorities on matters required to maintain Administration standards in the Shire of Kojonup and neighbouring local governments.
- Strive for continuous improvements in the workplace and excellence in customer service.
- Comply with the Shire of Kojonup's Risk Management and Occupational Safety and Health policies and procedures.
- Strive for the achievement of the Shire's vision in line with the mission values of the Shire of Kojonup's strategic plan

## KEY RESPONSIBILITIES

### CUSTOMER SERVICE

#### Clerical

- Collection of incoming mail including opening and assisting the Records Officer as required.
- Oversee and undertake the processing of outgoing mail including assisting the Records Officer with recording prior to lodgement at the post office.
- Be the first point of customer contact; respond to all telephone and counter enquiries and where appropriate refer to other staff, and/or initiate appropriate action.
- Administer police licensing registration records, including stationery, registration plates, digital-imaging camera supplies, etc.
- Assist with cemetery enquiries; funeral bookings/receipting and processing and maintenance of records for Kojonup, Muradup and Boscabel cemeteries.
- Be responsible for ensuring that an adequate supply of office stationery is maintained for the organisation. (Within budgetary limits.)
- Oversee and ensure the security of various keys to the Shire's buildings and facilities.
- Attend to/oversee the hiring of various Shire halls and facilities by customers, ensuring correct booking of dates and payments are made prior to the day of hire.
- Attend to processing of Dog and Cat Registrations and maintain database.

#### Cashiering

- Process daily the receipt of all monies received in person and by incoming mail.
- Prepare bank lodgement of daily monies received.
- Oversee that all monies received in person and by incoming mail are lodged at the bank.
- Oversee the daily filing of all cash receipts and associated documentation.

#### OTHER DUTIES

- Undertake filing of organisational paper records at least weekly;
- Oversee that the Australian, State and Shire of Kojonup flags are raised and lowered each working day, and on those occasions of a funeral are lowered to half-mast as per established protocols.
- Monitor/oversee the maintenance of current notices on the official Notice Board and Office window and that the after-hours receival box is emptied daily.
- Ensure that all photocopiers have adequate paper, and that other stocks of paper are replenished as required.
- Maintain the front foyer including stocking and arranging of pamphlets and flyers and general tidiness.
- Any other duties as directed by the Senior Finance Officer or Manager of Corporate Services.
- Attend staff meetings as required.

### **Risk Management**

It is an employee's responsibility to conform to the duty of care requirements ensuring their own safety and that of others through the prevention of any adverse acts or omissions. An employee should comply with the Shire's Risk Management practices which are explained via the following sources:

- Section 20 – *Occupational Safety and Health Act 1984*
- Risk Management Plan
- Code of Conduct
- Employee Manual
- Policy Manual

### **Customer Service Responsibilities**

- Provide quality internal and external customer service, both within the department and organisationally.
- Assist the Manager of Corporate & Community Services in developing continuous improvement Programs within the department.

### **Information & Communications Technology Responsibilities**

- Use adopted ICT to optimise performance and to support the efficient and cost effective delivery of department services.
- Use the aforementioned as a strategy for developing continuous improvement Programs within the Corporate Services department.
- Shire equipment and/or facilities (including email and internet) not to be used for private purposes without the prior approval of a Senior Manager.

## **ORGANISATIONAL RELATIONSHIPS**

**Internal Liaisons:** Senior Management, other staff, elected members of Council.

**External Liaisons:** Ratepayers, other local governments, community and relevant government authorities, departments and agencies.

## **PERFORMANCE/ACCOUNTABILITY**

### **Quality of:**

- Overall work
- Contribution to the organisation
- Communication with staff, Senior Management team, Councillors and external customers
- Promotion of the image of the Shire of Kojonup.

### **Compliance with:**

- Shire of Kojonup objectives, policies and procedures
- Position objectives
- Timeframes
- Occupational health and safety requirements
- Risk management policy and procedures
- Personal development activities in accordance with the principles of continuous improvement.

The CEO, in conjunction with Manager of Corporate and Community Services, will determine Dynamic Performance Indicators that apply for the first year and/or parameters for setting Dynamic Performance Indicators.

## **AUTHORITY & SUPERVISION**

### **Degree of Supervision Received**

Works with limited autonomy, within established guidelines, policies and procedures, under the guidance of the Manager of Corporate & Community Services.

### **Degree of Supervision Provided by this Position**

Nil.

### **Extent of Authority**

1. Such authority as is specified by the Local Government Act 1995 and adopted delegations with regard to the administration and governance of a local government.

## SELECTION CRITERIA

### Essential

- Developed customer service skills incorporating reception, telephone, interpersonal and communication skills.
- Developed typing and keyboard skills.
- Developed numeracy skills.
- Developed time management and organisation skills.
- Police clearance for on-line police licensing system.
- Hold a current "C" class Drivers Licence.

### Desirable

- Working knowledge of Microsoft Office and Synergy products in a local area computer network environment.
- Working knowledge of Police On-line licensing services.
- Working knowledge of Council's organisational structure and function.
- Developed knowledge of local community services, facilities and infrastructure
- Previous experience in a customer services role in a multi-disciplined environment.
- Previous experience in an automated accounting and word processing environment.
- Completion of Year 10 certificate with passes in English, Maths, and computer studies.

## SIGNATURES OF ACCEPTANCE

The details contained in this document are an accurate statement of duties, responsibilities and other requirements of the position.

**Manager Corporate & Community Services    Chief Executive Officer**

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

As the applicant, I have noted the statement of duties, responsibilities and other requirements of the position as outlined in this document.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date Appointed:** \_\_\_\_\_