

CUSTOMER SERVICE OFFICER

The Position

In this diverse and interesting position the successful applicant will be the first point of contact at the front reception of the Shire of Cranbrook administration centre, undertake Department of Transport licensing functions, maintain facility and venue hire bookings, carry out animal registrations and support other administration functions.

The Person we Seek

We are seeking a highly motivated and enthusiastic person who will work well within our close knit team. The successful applicant will be able to demonstrate effective organisational skills and will have experience in administration, have excellent interpersonal and communication skills, enjoy a diverse role and be able to effectively manage their time across a range of activities.

What we Offer

A cash component of \$57,133 to \$63,084 per annum is offered depending on your qualifications and experience. Attractive additional (above 9.5%) superannuation benefits are available with Council matching employee contributions of up to an additional 5% contribution. Subsidised housing is available or a housing allowance is paid, administration staff accrue a rostered day off every 4 weeks and receive a uniform allowance.

Interested

Interested persons are invited to apply for the position and a copy of the position description and information pack can be viewed at www.cranbrook.wa.gov.au. Alternatively, it is available by telephoning Trish, on 9826 2207 or by email to: mfa@cranbrook.wa.gov.au.

For more information on the position after reading through the information package, please call Trish Standish, Manager of Finance and Administration on 9826 2207

Application Deadline

Applications close at **4.00pm on Tuesday 19 February 2019**.

Address applications to:

Chief Executive Officer
Shire of Cranbrook
PO Box 21
Cranbrook WA 6321

Applications may also be sent electronically to admin@cranbrook.wa.gov.au or by fax to 9826 1090.

All applications must be received by the due date and time. If posting please allow sufficient time for applications to arrive. **LATE APPLICATIONS CAN NOT BE ACCEPTED.**

Application Details

Your application for the position of Customer Service Officer must include the following:

1. Covering Letter;
2. A response to the key selection criteria; and
3. A current resume including past employment experience, skills, experience and details of a minimum of two referees.

The successful candidate will also have to provide a current (within 3 months) National Police Clearance and undergo and pass a pre-employment medical and drug and alcohol screen. Applications not meeting the above requirements will not be considered.

Hints for Addressing Selection Criteria

To be eligible for consideration, an applicant must meet all essential selection criteria.

You must address all selection criteria, to identify how well your knowledge, skills and abilities match. Write your statements so that the selection panel can understand your capabilities.

The following information is a guide to the type of information required in your detailed response to the selection criteria:

- Concisely describe how you meet each of the selection criteria, starting with the essential criteria;
- Make statements in paragraph form, which may include type of work (paid or unpaid) that you have completed, qualifications and experience related to that criteria; and
- Do not include irrelevant information or padding – be clear and concise.

The Recruitment and Selection Process

- The position will be advertised from 24 January 2019 in a variety of media including newspapers, Facebook and the Shire website;
- The closing date for applications is 4.00pm 19 February 2019;
- Late applications will not be accepted;
- Applicants will be assessed and shortlisted based on their suitability to the position;
- Applicants selected for interview will be contacted;
- Unsuccessful applicants will be contacted in writing;
- At time of contact for an interview, applicants should advise of any special access or communication requirements;
- The interview panel will consist of the Shire's Chief Executive Officer and Manager of Finance and Administration;
- The interview will be conducted with a predetermined set of questions which will be asked of each applicant;
- Once the preferred candidate/s are identified reference checks will be conducted;
- The position will be offered to the selected applicant as soon as possible after the interview;
- The successful applicant must provide a national police clearance prior to confirmation of appointment; and
- The successful applicant will be required to undergo a pre-employment medical before appointment is confirmed. The medical is provided at the cost of the Shire.

NOTE: Appointment and commencement will not occur until after the pre-employment medical and police clearance have been received by the Shire.

Conditions of Employment and Entitlement Summary

Police Clearance

Employment in this position is subject to receiving (and maintaining) a National Police Clearance Certificate. Any costs associated with the successful applicant obtaining this clearance will be met by the Shire. A clearance must be current (not more than three months old). The successful applicant will also be required to obtain a Working With Children card.

Pre-Employment Medical

All employees of the Shire of Cranbrook are required to undergo a pre-employment medical examination and drug and alcohol screen at a doctor specified by the Shire of Cranbrook. The cost of this is paid for by the Shire of Cranbrook.

Licence

All employees in the Shire of Cranbrook must hold a minimum of a current, "C" class, Western Australian driving licence.

Salary

Salary will be negotiable and paid within Level 2 - 3 of the Shire of Cranbrook Administration Staff Collective Agreement, which is currently \$57,133 to \$63,084 per annum dependent upon qualifications and experience.

Office Hours

Administration staff work between the hours of 8:00am and 4:30pm, Monday to Friday. Administration staff accrue four (4) hours per fortnight which entitles staff to one rostered day off in each 4 week period.

Overtime

No overtime is payable unless you have prior approval from your manager.

Leave

The Customer Service Officer will be entitled to leave in accordance with the Shire of Cranbrook Administration Staff Collective Agreement.

- This includes four (4) weeks annual leave with 17.5% leave loading;
- 10 days personal leave; and
- Other leave as detailed in the agreement.

Uniform

Administration staff are entitled to uniform purchases to a maximum of \$450 per financial year.

Housing

All permanent Shire of Cranbrook employees receive a housing subsidy of \$40 per week. Shire owned housing may be available and is provided at gross rental value to which the subsidy is then applied.

Superannuation

Superannuation contributions consist of the required 9.5% (SGC), plus the Council will match an additional employee contribution up to 5% of their salary to superannuation. Salary Sacrifice is available to the Officer if requested.

Relocation Allowance

If required, reimbursement of relocation expenses will be considered in accordance with the Council Policy, which is as follows:

“The Chief Executive Officer is authorised to determine any application for relocation expenses based on the following guidelines:

- *Relocation expenses are not to include any personal travelling expense;*
- *Payment of expenses will only occur if receipts are provided;*
- *Relocation expenses paid to any employee shall not exceed 50% of the total cost up to a maximum of \$500, unless otherwise approved by the Chief Executive Officer;*
- *Relocation expenses will only be reimbursed at the satisfactory completion of the employees’ probationary period.”*

Probationary Period

A three month probationary period is applicable to this position. A three month review is conducted and at the successful completion permanency is confirmed. The position Manager may extend the probation period if deemed necessary.

Annual Work Reviews

Annual reviews are conducted for all employees. Reviews are undertaken by the position Manager.

Policies and Code of Conduct

A comprehensive policy manual exists for the Shire and all employees should be aware of policies in the manual. All employees must adhere to the Council code of conduct and ensure a professional conduct is maintained.

Other

The Shire of Cranbrook is an equal opportunity employer and provides a smoke free work environment.

NOTE: Canvassing of elected members is prohibited and any applicant known to have done so may be disqualified.

POSITION DESCRIPTION – CUSTOMER SERVICE OFFICER

POSITION DETAILS	
POSITION TITLE: Customer Service Officer	SECTION: Administration / Finance
AWARD / AGREEMENT: Shire of Cranbrook Administration Staff Collective Agreement	LEVEL: 2 - 3 of the Shire of Cranbrook Administration Staff Collective Agreement
EMPLOYMENT TYPE: Permanent Full-Time	HOURS: Between the hours of 8.00am and 4.30pm Monday to Friday
LOCATION: Cranbrook Administration Office, 19 Gathorne St, Cranbrook, WA.	
REPORTS TO: Manager of Finance and Administration	SUPERVISION: Nil

ORGANISATIONAL VISION AND VALUES
<p>The Shire of Cranbrook strives to provide an outstanding workplace, where employees have the opportunity to grow and develop. The organisation is committed to the delivery of the Strategic Community Plan and Corporate Business Plan for the Shire and as such has adopted the following organisational vision and values. These are essential to the success of our staff and organisation as a whole. Staff are expected to strive to achieve the Vision and demonstrate the organisational values.</p>
<p>ORGANISATIONAL VISION To deliver outstanding outcomes to our community through the exceptional performance of our people.</p>
<p>ORGANISATIONAL VALUES Respect – Honesty – Teamwork – Safety - Accountability</p>

POSITION PURPOSE AND OBJECTIVES
<p>The purpose of this position is to be the first point of contact at the front reception of the Shire of Cranbrook administration centre, undertake Department of Transport licensing functions, maintain facility and venue hire bookings, carry out animal registrations, be responsible for stationery and cleaning supplies and to support other administration functions.</p>
<p>KEY FOCUS OF THE TEAM: To provide a quality service to internal and external customers of the Shire of Cranbrook.</p>
<p>KEY FOCUS OF THIS POSITION: To provide a high quality service in the area of customer contact and Department of Transport licensing.</p>

KEY RESPONSIBILITIES AND DUTIES

Customer Service

- Deal promptly, empathically and efficiently with customers to meet their needs adhering to customer service standards expected; and
- Ensure that customer service (both internal and external) is a primary focus.

Department of Transport Licensing Functions

- Provide accurate and timely licensing functions;
- Act as first point of contact for all customers (phone and counter);
- Undertake the renewal of licenses and registrations;
- Preparation of information for issue of drivers' licenses;
- Liaise with customers on licensing queries;
- Maintain source documents for audit purposes;
- Install updates on licensing system; and
- Manage stock including number plates and necessary forms.

Hire of Council Facilities

- Maintain a detailed record of all activities associated with the hire of Council facilities in Cranbrook;
- Record all requests for hire of facilities;
- Cross reference hire details with receipts;
- Ensure all Council facilities are locked and secure at the end of each day; and
- Ensure community bus log book is produced after each hire.

Master Key System

- Maintain the Shire's master key system;
- Ensure accurate records are kept for the issue of keys to all users; and
- Follow up on non returned keys.

Animal Registrations

- Maintain Council's register of dogs and cats;
- Issue renewals on an annual basis;
- Issue new licenses as required;
- Maintain source documents for audit purposes;
- Maintain the pound register;
- Provide administrative support to the Shire's Ranger;
- Maintain register of infringements issued and follow up on non-payment; and
- Liaise with the Ranger in relation to animal control.

Cemeteries

- Ensure accurate records for the Cranbrook, Frankland River, Tenterden and Yeriminup cemeteries are maintained;
- Ensure all forms and payments that are required are completed correctly by all parties; and
- Maintain the maps of all cemeteries and ensure that all reservations, burials and placement of ashes into niche walls are recorded correctly.

Administration Functions

- Data entry to support other finance and administration positions;
- Website and Social Media updates;
- Update Messages on Hold at least monthly;
- Prepare the Shire notes section for the local newsletters in a timely manner;
- Ensure banking occurs on days the bank operates in Cranbrook;
- Ensure kitchen supplies are adequate and newspapers are collected;
- Ensure all news articles and advertisements are recorded correctly;
- Ensure adequate stationery supplies, including paper are always available;
- Liaise with caravan park caretakers and Shire cleaners on all issues and assist where possible;
- Arrange for the order and delivery of cleaning and caretaking supplies when required;
- Maintain attractive and up-to-date displays in the office foyer including relevant tourist information brochures; and
- Provide relief for other office duties during roster days off, tea and lunch breaks for other team members.

Commitment to Safety and Risk Management

Provide ongoing commitment to Risk, Emergency Management and Business Continuity Principles.

An awareness of Risk and Safety in the workplace is essential to the wellbeing of all staff, visitors, Volunteers, Councillors and others involved with the operations of the Shire. Risk to the organisation occurs in many areas, particularly in safety, finance and also reputation of the Shire.

Your commitment to Occupational Health and Safety requires you to:

- Ensure your own safety and avoid adversely affecting the safety and health of any other person;
- Have an understanding of and compliance with, your legal safety responsibility;
- Adhere to all organisational safety policies, procedures and processes;
- Ensure the timely reporting of any hazard, incident or accident;
- Participate in reducing hazards and facilitating a safer place to work;
- Have a commitment to a safe workplace; and
- Ensure safe practices are adopted in carrying out work in isolation and with others, including compliance with statutory obligations and Council's Policy and Procedures, maintaining a Duty of Care in all aspects of work.

Your commitment to reducing Risk to the Shire of Cranbrook also includes:

- Having an awareness of risk and ensuring you participate in any ways to reduce risk;
- Reporting all risks immediately; and
- Having a positive focus toward reducing the overall risk to the Shire.

KEY SELECTION CRITERIA

SKILLS, KNOWLEDGE AND EXPERIENCE:

Essential

- Strong commitment to customer service;
- High level of written and numeracy skills;
- Attention to detail;
- Intermediate computing and keyboard skills, especially in use of Microsoft Word, Excel and Outlook;
- Excellent interpersonal and communication skills;
- Effective organisational and time management skills;
- Ability to work in a small office and be a member of a close knit team;
- Experience in daily banking and cash handling; and
- C Class Drivers License.

Desirable

- Experience in / knowledge of Department of Transport registration and licensing procedures;
- Knowledge of Local Government structure and function;
- Knowledge of records management and principles;
- Knowledge of IT Vision SynergySoft Software;
- Knowledge of accounting principles; and
- Experience in data entry.

ORGANISATIONAL CONTEXT

STRATEGIC COMMUNITY PLAN REFERENCES SPECIFIC TO THIS POSITION

Outcome 1.1: *An engaged, supportive and inclusive community.*

Outcome 4.1: *Excellence in governance, compliance, regulation and reporting*

WORK ENVIRONMENT

This position is based in the Shire of Cranbrook administration office.

At times the employee may be required to attend other locations.

CONTACTS

INTERNAL

- Manager of Finance and Administration
- Executive Management Team
- Colleagues
- Elected Members

EXTERNAL

- Customers / Members of the public
- Other local governments
- Banks
- Suppliers

EXTENT OF AUTHORITY

This position operates under the general direction of the Manager of Finance and Administration, within established guidelines, procedures and policies of the Shire of Cranbrook. Adherence to the Code of Conduct is essential.

ANNUAL REVIEW

At least once in each calendar year the Manager of Finance and Administration will conduct an evaluation of the employee's performance. The annual review will include an assessment of achievement against performance objectives.

POSITION AND INCUMBENT DETAILS: Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position.

Employee Name: _____

Supervisor Name: _____

Employee Signature: _____

Supervisor Signature: _____

Date: _____

Date: _____

POSITION OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS**JOB SAFETY ANALYSIS (JSA) - CUSTOMER SERVICE OFFICER****PHYSICAL DEMANDS CRITERIA**

Sitting:	Required to be in a sedentary position for lengthy periods of time in a semi static position, during the performance of desk/office and keyboarding duties.
Walking:	Limited walking within the Administration Building and throughout other Council premises.
Bending or Stooping:	Limited bending and stooping while performing normal duties, especially when working at the reception counter.
Lifting:	Lifting of small to medium items of office equipment and stationery.
Arm and Hand Movement:	Must have full dexterity of both hands and full arm movements, to enable repetitive use of office equipment and the handling of work related items, including money transactions.
Reaching:	Infrequent reaching is required, other than when attending to customers at the counter/reception desk.
Carrying:	Limited carrying is required, but must be able to carry "cash bags".
Neck Flexion and Rotation:	Frequent spinal rotation is utilised during normal daily work practices.
Handling/Dexterity:	Frequent handling of cash/money, EFTPOS cards, stationery and office equipment.
Eyesight:	Good peripheral vision and good hand eye coordination is essential. All other functions require a general standard of vision, e.g. reading and clerical duties.
Hearing:	A good level of hearing capability is required.
Psychological Factor:	An ability to work independently and in a team, whilst maintaining excellent observation and concentration skills. Good coping skills are important in the interaction with the workforce and members of the public.
Literacy Skills:	Must have good reading, writing and numeracy skills. Have good verbal/communication skills when dealing with the public.

AREAS OF POTENTIAL HAZARD AND RISK

- Repetitive tasks
- Ergonomics
- Slipping and tripping
- Public interaction