CUSTOMER SERVICE OFFICER
POSITION DESCRIPTION

POSITION DETAILS	
POSITION TITLE: Customer Service Officer	**SECTION:** Corporate Services
AWARD/AGREEMENT: Shire of Cranbrook Administration Staff Collective Agreement 2017	**LEVEL:** 2.1 – 3.4 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	**SUPERVISION:** Nil

ORGANISATIONAL VISION AND VALUES

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.

ORGANISATIONAL VISION

To deliver outstanding outcomes to our community through the exceptional performance of our people.

ORGANISATIONAL VALUES

Respect – Honesty – Teamwork – Safety – Accountability

POSITION PURPOSE AND OBJECTIVES

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.

KEY FOCUS OF THE TEAM: To provide a quality service to internal and external customers of the Shire of Cranbrook.

KEY FOCUS OF THIS POSITION: To provide a high quality service in the area of customer contact and Department of Transport licensing.

KEY RESPONSIBILITIES AND DUTIES

Customer Service

- Deal promptly, empathically and efficiently with customers to meet their needs adhering to expected customer service standards;
- Ensure that customer service (both internal and external) is a primary focus; and
- Provide relief administration duties for the Cranbrook Caravan Park when the Cranbrook Caravan Park caretaker is taking a rostered day off or leave.

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 licences and registrations;
- Preparation of information for issue of driver's licences;
- 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 Shire Facilities

- Maintain a detailed record of all activities associated with the hire of Shire facilities in Cranbrook;
- Record all requests for hire of facilities and community buses, liaising with the Frankland River CRC where applicable;
- Cross reference hire details with receipts;
- Ensure all Shire 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 and Ranger Administration Support

- Maintain the Shire's register of dogs and cats;
- Issue renewals on an annual basis;
- Issue new licences as required;
- Maintain source documents for audit purposes;
- Maintain the pound register;
- Provide administrative support to the Shire's Ranger;
- Assist the Ranger with issuing of infringement notices, as required, together with all associated correspondence and ensuring correct records are kept;
- Liaise with the Shire's Finance Officer regarding non-payment and assist where necessary; and
- Liaise with the Ranger in relation to animal control.

Cemeteries

- Assist the Manager of Community Development to ensure accurate records for the Cranbrook, Frankland River, Tenterden and Yeriminup cemeteries are maintained;
- Assist the Manager of Community Development to ensure all forms and payments that are required are completed correctly by all parties; and
- Assist the Manager of Community Development to 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, includes timecard data entry;
- Undertake administration duties for the Executive Management Team as required;
- Ensure customer service area is ready to engage the public including the morning opening process;
- Ensure administration procedures are reviewed and updated;
- 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;
- Ensure all news articles and advertisements are recorded correctly;
- Ensure adequate stationery supplies, including paper, are always available;
- 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 times of leave, and lunch and tea breaks, for other team members.
- Carry out any other reasonable instruction given by your Manager or Chief Executive Officer.

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 reputation of the Shire.

Your commitment to Work 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 comply 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 way to reduce risk;
- Reporting all risks immediately; and
- Having a positive focus toward reducing the overall risk to the Shire.

PERSONAL ATTRIBUTES

SKILLS, KNOWLEDGE AND EXPERIENCE:

- Strong commitment to customer service with developed customer service skills;
- Ability to maintain confidentiality as an important obligation to ensure sensitive information is protected from unauthorized access or disclosure;
- Developed computer literacy including Word, Excel and Outlook;
- Experience with cash handling;
- High level of interpersonal and communication (written and verbal) skills;
- Ability to effectively manage time and willingness to work as an integral part of a small, efficient team;
- Ability to show initiative to solve problems and be well organised;
- Accuracy and attention to detail;
- Hold a current 'C/A' class driver's licence; and
- Ability to provide a satisfactory National Police Clearance.

Desirable:

- Local Government experience;
- Knowledge of Department of Transport registration and licensing procedures;
- Experience with social media and website publishing;
- Knowledge of records management and principles;
- Knowledge of Synergysoft software; and
- Experience in data entry.

ORGANISATIONAL CONTEXT

STRATEGIC COMMUNITY PLAN REFERENCES SPECIFIC TO THIS POSITION

Objective - Leadership: to demonstrate and partake in strong government and leadership
Activity 4.1.2 Effectively represent and promote the Shire of Cranbrook
Activity 4.2.2 Provide a positive and safe workplace

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	EXTERNAL
• Executive Office • Executive Management Team • Colleagues • Elected Members	• Customers/Members of the Public • Other local governments • Other government departments eg, DOT • Banks • Suppliers

EXTENT OF AUTHORITY

This position operates under the general direction of the Chief Executive Officer, 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 Executive Officer and Manager Human Resources and Administration will conduct an evaluation of the employee's performance. The annual review will include an assessment of achievement against performance objectives.

POSITION PRE-REQUISITES

- Successful Pre-Employment Medical Examination unless working for another local government as per Policy *2.1 Workforce Employee-Appointments*
- Successful Basic Drug and Alcohol Test
- National Police Clearance
- Visa and Work Permits where applicable
- Any other condition in the procedure
- All permanent appointments are subject to a minimum three-month probationary period

POSITION AND INCUMBENT DETAILS: All 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: _____

Chief Executive Officer Name: _____

Chief Executive Officer Signature: _____

Date: _____