



Shire of Leonora

Our Vision:

"That the Shire of Leonora is a proactive, sustainable, safe, friendly, and prosperous place to be."

POSITION DESCRIPTION

POSITION TITLE:	Community Resource Centre Officer
DIVISION:	Community Service
EMPLOYMENT TYPE:	Full Time/Part Time
AWARD/AGREEMENT:	Local Government Officers (WA) Award 2021 Level 2

POSITION OBJECTIVES

- Assist in providing the community with access to state government and community information and services.
- Ensure that local businesses and workforce have access to activities and initiatives that improve skills and capacity to foster economic growth in the local community.
- Assist community members with access to activities and initiatives that create or improve community connectedness and capacity.
- Be the first point of contact for tenants and the public at the JG Epis Centre building.

EXTENT OF AUTHORITY

- Liaise directly with the Community Resource Centre Coordinator and the Manager Community Service and/or their delegate.
- Report recommendations to the Community Resource Centre Coordinator for referral for approval by the Manager Community Service and/or their delegate.
- Carry out all duties to required standards, in a manner ensuring safety of both the public and council employees.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Community Resource Centre Coordinator
Supervision of:	N/A
Internal Liaison:	Council staff
External Liaison:	Tourists/Visitors Residents and General Public Consultants and Contractors Council suppliers, debtors and creditors

KEY DUTIES / RESPONSIBILITIES

Under the supervision of the Community Resource Centre Coordinator, key duties will include:

- Assist in performing frontline service, general enquiries, including sales, office accommodation bookings, receipt of cash or donations and deliver general administrative duties including answering telephones / emails and obtaining quotes etc
- Assist with opening of the JG Epis Centre daily and ensure it is secure prior to closure.
- Assist customers with basic computing, secretarial, design and production requirements.
- Perform duties to implement activities and programs (as instructed) for the Community Resource Centre (CRC) as outlined in State Government Service Agreement
- Collect data to be used to maintain statistical reporting required for State Government Service Agreement
- Undertake training, if necessary, in new developments in education, training, communication, technology, information and business enterprise.
- Perform computing, secretarial, design and productions requirements as a service through the Community Resource Centre
- Make information on relevant community resources available to CRC members and the public.
- Assist customers with access to government services and websites for the CRC.
- Assist the public to obtain education, training services and/or any other resources which they require as directed by the coordinator.
- Perform general reception and frontline service duties for the CRC and the JG Epis Centre
- Assist with operation the Toy Library during Toy Library Opening Hours
- Maintain excellent presentation standard of the CRC and JG Epis Centre to the public
- Comply with Work Health & Safety Legislation and promote safe work practices.

CAPABILITY REQUIREMENTS OF THIS POSITION

Knowledge and Skills

- Demonstrated commitment to the provision of high-quality customer service directly and interacting with the public.
- Sound face-to-face and written communication skills for building and maintaining good customer and staff relations.
- Developed time management and organisational skills.
- Developed numeracy skills and basic money handling procedures
- Demonstrated experience requiring the use of Windows, Excel, MS Word and website knowledge.
- Ability to meet deadlines and commitments
- Ability to promote ideas and activities and demonstrate marketing skills.
- Ability to work as part of a team as well as working unsupervised.

Qualifications/Training

- Current 'C' class motor drivers licence
- Training courses and/or appropriate on job training

KEY SELECTION CRITERIA

Selection will be based on the applicant's ability to demonstrate that he/she can meet the skills, knowledge, qualifications and experience criteria listed below and contained in the Position Objectives.

The following criteria are considered highly desirable for the full functioning of the position

- Demonstrated commitment to the provision of high quality customer service and excellent public relations skills.
- Demonstrated ability to work as part of a team and participate positively in workplace change as well as working unsupervised.
- Well-developed written and oral communication skills.
- Developed typing and computer skills and literacy in the Microsoft Office suite of products and the internet.
- Previous experience in a similar position either in public or private sector or in a voluntary capacity.
- Sound public relation skills.
- Ability to promote ideas and activities and demonstrate marketing skills
- Knowledge of cash handling and receipting procedures.
- Current "C" Class Drivers Licence.
- Working with Children Check.
- National Police Certificate (not older than six weeks).
- Completion of Year 10 (or equivalent).

The following criteria are considered desirable for the effective functioning of the position

- Understanding of Government programs in support of Community Development.
- Knowledge of local government operations.

WORK HEALTH & SAFETY RESPONSIBILITIES

Work Health and Safety, Injury Management, Equal Employment Opportunity & Diversity policies and protocols.

- Adhere to defined work health and safety policies, protocols and procedures related to the work being undertaken in order to ensure own safety and that of others in the workplace.
- Adhere to defined work injury management policies, protocols and procedures.

- Comply with Work Health & Safety Legislation and promote safe work practices.

GENERAL INFORMATION

This position description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the organisation may require the employee to carry out any duties, which are within the employee's skill and competence.

Position Acknowledgement and Acceptance:

T Matson		
Chief Executive Officer	Signature	Date
Position Holder	Signature	Date

This position description will be reviewed annually as part of the annual performance appraisal process.

Position Description: Community Resource Centre Officer