



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:	Customer Service Officer
DIVISION:	Business Services
EMPLOYMENT TYPE:	Full Time
AWARD/AGREEMENT:	Local Government Officers (WA) Award 2021 Level 2

POSITION OBJECTIVES

The Customer Service Officer contributes to the effective delivery of customer service and administrative functions across the Shire of Leonora. Working under the direction of the Manager Business Services, the role provides professional front-line customer service, accurate financial and administrative support, and timely assistance to community members, visitors and staff.

The position plays an important role in creating positive customer experiences, supporting efficient organisational operations, and promoting the Shire's commitment to responsive, professional and community-focused service delivery.

EXTENT OF AUTHORITY

- Liaise directly with the Manager of Business Services in all work-related matters.
- Report recommendations to Manager of Business Services for approval.
- Carry out all duties to required standards, in a manner ensuring safety of both the public and council employees.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Manager Business Services
Supervision of:	nil
Internal Liaison:	Council staff
External Liaison:	Suppliers, Consultants and Contractors, Residents, Community Members, General Public

KEY DUTIES / RESPONSIBILITIES

Under the direction of the Manager Business Services, key duties will include:

- Respond to all front counter, telephone, and email enquiries and general reception duties in a professional manner
- Provide a friendly, responsive and professional service to all customers, promoting a positive image of the Shire of Leonora.
- Accurately receipt, balance and bank all monies received over the counter and telephone in accordance with the Shire's policies and procedures;
- Provide administrative services to other officers in the Corporate Service Team as required;
- Ensure an adequate understanding of required deadlines for information and tasks to ensure appropriate time management is in place;
- Adhere to all Shire of Leonora policies and procedures, and ensure personal safety at work and that of others;
- Perform all administrative duties required of the position, including duties relating to statutory compliance and record keeping as directed by the executive team
- Ensure high standard of record keeping and accurate filing is maintained at all times
- Ensure compliance with the State Record Act 2000 by accurately filing and archiving documentation.
- Process and record all incoming and outgoing mail
- Maintain animal registration folders to a high standard, ensuring statutory compliance
- Receive payments and enter into Council's accounting system as required
- Preparation of Council information bulletin, and correspondence as requested by the executive team, whilst maintaining high regard for statutory compliance of all documents
- Monitor stationery supplies associated with position and organisation, including the main office printer.
- Ensure the archival retention and disposal process is carried out annually and in accordance with the State Records Act 2000.

PERFORMANCE OF DUTIES

- While on duty, staff will give their whole time and attention to the Shire of Leonora's business and ensure that their work is carried out efficiently, economically, and effectively, and that their standard of work reflects favourably both on them and on the Shire.
- Staff must also perform their duties impartially and in the best interests of the Shire of Leonora uninfluenced by fear or favour.
- The Shire of Leonora recognises its legal obligations under the Equal Opportunity Act 1984 and will actively promote equal opportunity based solely on merit to ensure that

discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.

- Staff must comply with the Employee Code of Conduct and all Shire policies and procedures.
- Staff must comply with State Records Act 2000 Record Keeping requirements and legislation. All employees of the Shire of Leonora are responsible for ensuring the records relating to the business activities of the Shire are captured into the electronic record system.

CAPABILITY REQUIREMENTS

Judgement and decision making

- Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.
- Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor.
- Apply legislation and Council policy direction to decision-making with guidance from the Manager of Business Services .
- Collaborate with Corporate Services Team to develop efficient operational practices and standards.
- Apply knowledge and skills to ensure consistent quality outcomes.
- Working knowledge and understanding of the operation and obligations of Local Government practices and procedures, primarily following procedural requirements within delegated levels of authority.
- An understanding of records management systems & compliance under the State Records Act 2000.

Skills, knowledge & capacity

- Demonstrated experience in customer service and business administration.
- Significant experience in customer service focus leading to a highly developed skill-set.
- Advanced computer skills and knowledge of Microsoft Office suite.
- Ability to quickly attain organisational knowledge.
- Demonstrated high level communication and interpersonal skills including ability to liaise effectively and courteously with internal and external customers.
- Demonstrated ability to establish and maintain effective working relationships with internal departments/business units.
- Ability to work both in a team environment and unsupervised, with a high degree of initiative.
- Demonstrated problem solving and complaint management skills.

Qualifications/Training

- Current National Police Clearance
- Current 'C' class driver's licence

WORK SAFETY & HEALTH 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
- Promote safe work practices within the Works' team, encouraging communication and continuous improvement
- Take reasonable care for your own health and safety and those who may be impacted by your activities, acts or omissions
- Comply with all reasonable instructions given in the interest of health and safety
- Use all protective equipment and clothing provided in accordance with the manner they have been instructed to be used
- Ensure that all accidents, incidents and hazards are reported and documented
- Show initiative in establishing better practice methods for safe work practices

GENERAL INFORMATION

This position description is indicative of the type of duties to be undertaken, and the employee accepts that the organisation may require the employee to carry out other 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: Customer Service Officer