



Shire of
BODDINGTON
Flowing with Natural Beauty

SHIRE OF BODDINGTON

Customer Service Officer

POSITION DESCRIPTION

SHIRE OF BODDINGTON

Position Description

1. TITLE: Customer Service Officer

2. DEPARTMENT: Finance

3. SALARY & CONDITIONS

Salary and conditions as per the Local Government Officers (WA) Award 2011
(Dependent on qualifications and experience)

4. ORGANISATIONAL RELATIONSHIP:

Responsible to:
Manager Financial Services.
Director Corporate & Community Services
Chief Executive Officer

5. KEY RESPONSIBILITIES AND DUTIES:

Key Tasks/Responsibilities	Performance Indicators	Performance Standard
Administrative		
Routine office duties as directed by the Manager Financial Services, Director Corporate & Community Services and Chief Executive Officer	<ul style="list-style-type: none">• Continuity of relevant work	<ul style="list-style-type: none">• Willingness to assist• Stability in keeping office procedures up to date
Answer telephone/counter enquiries	<ul style="list-style-type: none">• Waiting time• Manners• Technique• Ability to listen accurately• Maintain confidentiality	<ul style="list-style-type: none">• That the incumbent, as the front line member of staff present a pleasant, courteous and well-mannered image to the public• Be at their post at most times.• Accurately record and communicate information and messages.

Key Tasks/Responsibilities	Performance Indicators	Performance Standard
Arrange facility bookings	<ul style="list-style-type: none"> • Accuracy • No duplication 	<ul style="list-style-type: none"> • To have an accurate record of the Shire facilities bookings
Assist in performing vehicle and driver licence functions as an agent of the Department of Transport	<ul style="list-style-type: none"> • Accuracy • Waiting time • Manners • Technique 	<ul style="list-style-type: none"> • That the incumbent, as the front line member of staff present a pleasant, courteous and well-mannered image to the public • Be at their post at most times • Transactions are completed accurately
Manage dog and cat registrations	<ul style="list-style-type: none"> • Accuracy 	<ul style="list-style-type: none"> • Registration details entered accurately
Process the mail out daily.	<ul style="list-style-type: none"> • Accuracy • Timeliness 	<ul style="list-style-type: none"> • Mail out entered accurately and delivered to the Post Office daily
Maintenance and allocation of Council Information Booklets, Notice Board and Front Counter.	<ul style="list-style-type: none"> • Accuracy • Timeliness 	<ul style="list-style-type: none"> • Information available at the front counter and on notice boards are up to date and contain accurate information
Flag marshal duties	<ul style="list-style-type: none"> • Accuracy 	<ul style="list-style-type: none"> • Flags are put up and taken down each day • Flags are correctly put at full or half-mast as directed
Order stationery as required	<ul style="list-style-type: none"> • Accuracy • Timeliness 	<ul style="list-style-type: none"> • Stationery stocks are maintained • New stationery requests are processed in a timely manner
Maintenance of the key register, including signing in and out of keys and standpipe security cards	<ul style="list-style-type: none"> • Accuracy 	<ul style="list-style-type: none"> • All keys and standpipe security cards signed out and back in correctly

Key Tasks/Responsibilities	Performance Indicators	Performance Standard
Financial		
Receipt cash, cheque and Eftpos transactions	<ul style="list-style-type: none"> • Accuracy • Honesty 	<ul style="list-style-type: none"> • Ability to accurately allocate general ledger numbers for receipting purposes • Ability to perform accurately without supervision
Facilitate the balancing of the register for the end of day process, including banking of money	<ul style="list-style-type: none"> • Accuracy • Timeliness 	<ul style="list-style-type: none"> • Register balances correctly daily • Banking completed accurately
Allocate and receipt bank deposits made by ratepayers and clients on a daily basis	<ul style="list-style-type: none"> • Accuracy • Knowledge 	<ul style="list-style-type: none"> • That direct debits are brought to account correctly
Reconciliation of the Swimming Pool and Caravan Park floats weekly.	<ul style="list-style-type: none"> • Accuracy • Timeliness 	<ul style="list-style-type: none"> • Floats are reconciled accurately each month
Occupational Safety and Health		
Comply with the Shire's Occupational Safety and Health Policy and Procedures and Work Injury Management Program	<ul style="list-style-type: none"> • No. of accidents, incident and hazards reported 	<ul style="list-style-type: none"> • Tasks are carried out in a safe manner
Actively participate in the Shire's risk management program, performance review and continuous improvement program	<ul style="list-style-type: none"> • No. of accidents, incident and hazards reported 	<ul style="list-style-type: none"> • Tasks are carried out in a safe manner
Conform with duty of care requirements, ensuring your own safety and that of others through the prevention of any adverse acts or omissions	<ul style="list-style-type: none"> • No. of accidents, incident and hazards reported 	<ul style="list-style-type: none"> • Tasks are carried out in a safe manner
Comply with safety procedures and directions agreed between management and employees	<ul style="list-style-type: none"> • No. of accidents, incident and hazards reported 	<ul style="list-style-type: none"> • Tasks are carried out in a safe manner
Not wilfully interfere with or misuse items or facilities provided in the interests on safety and health	<ul style="list-style-type: none"> • No. of items, equipment and facilities that need replacing or fixing 	<ul style="list-style-type: none"> • Items, equipment and facilities are maintained so that they are available to be used as required

Key Tasks/Responsibilities	Performance Indicators	Performance Standard
Use, store and maintain items, equipment and facilities provided in the interests of safety and health in manner properly instructed	<ul style="list-style-type: none"> No. of items, equipment and facilities that need replacing or fixing 	<ul style="list-style-type: none"> Items, equipment and facilities are maintained so that they are available to be used as required
Report potential and actual hazards and accidents/incidents, including near misses, in accordance with Shire procedures	<ul style="list-style-type: none"> No. of accidents, incident and hazards reported Timeliness 	<ul style="list-style-type: none"> Tasks are carried out in a safe manner All accidents, incidents and hazards, including near misses, are reported promptly in accordance with procedures
Cooperate with the employer in the carrying out of their safety and health obligations under legislation	<ul style="list-style-type: none"> No. of accidents, incident and hazards reported 	<ul style="list-style-type: none"> Tasks are carried out in a safe manner

6. **SELECTION CRITERIA** – Provide a response for each of the essential criteria below.

Essential

- The ability to maintain a high level of confidentiality
- Keyboard and data processing skills
- Knowledge of MS Word, Excel and Outlook.
- Sound mathematical skills and well developed communication skills.
- Ability to work within and contribute to a team environment.
- Applicant must pass a pre-employment medical examination and provide a current police clearance before employment commences.
- Understanding of Occupational Safety and Health Standards.
- Willingness and ability to attend Department of Transport Licensing Training (Trelis)

Desirable

- Working knowledge of accounting and financial packages (Synergy Soft or similar)
- Department of Transport licensing experience with Trelis.
- Commitment to further training and professional development.
- Working knowledge of the local community and district
- Completion of Year 12 Certificate with passes in English and Maths.
- Hold a current "C" class motor vehicle licence.
- Developing knowledge of Local Government protocols.

Accepted

----- Dated -----
Employee

----- Dated -----
Approved by Director Corporate & Community Services

Reviewed ----- Dated -----