

Shire of Shark Bay

POSITION DESCRIPTION

- 1 **TITLE** CUSTOMER SERVICE OFFICER
- 2 **LEVEL** 5 -6 Local Government Industry Award 2020
- 3 **DEPARTMENT/SECTION** FINANCE AND ADMINISTRATION
- 4 **POSITION OBJECTIVES**
 - 4.1 **Objectives of Position**
 - Provide customer service for the Shire of Shark Bay in the areas of Cashiering, Reception, Library Services and Department of Transport licensing.
 - Assist with other office functions as required.
- 5 **REQUIREMENTS/SELECTION CRITERIA**
 - 5.1 Highly developed verbal and written communication skills with a high level of attention to detail, accuracy and confidentiality.
 - 5.2 Demonstrated experience in the areas of time management, working autonomously and within a team, organisational, initiative, problem solving, interpersonal, public relations and conflict management skills.
 - 5.3 Developed numeracy and cash handling skills.
 - 5.4 Understanding of general office administrative procedures and equipment.
 - 5.5 Highly developed computer and keyboard skills including working knowledge of Microsoft applications (Excel and Word).
 - 5.6 Demonstrated experience in a customer service role and use of computerised accounting packages.
 - 5.7 Completion of year 12 with pass marks in English and Mathematics.
 - 5.8 Hold a current "C" class driver's license.
 - 5.9 Hold a current National (or Federal) Police Certificate.
- 6 **KEY DUTIES/RESPONSIBILITIES**
 - 6.1 **Cashier/Reception**
 - Provide a high level of service in response to all customer enquiries.
 - Receipt payments received.
 - Answer or redirect customer requests/enquiries.
 - Maintain control of switchboard and telephone enquiries.
 - Perform Department of Transport licensing duties and complete licensing returns.

6.2 Library

- Maintain library stocks and controls including book exchanges.
- Complete any necessary statutory library returns.
- Maintain library records.
- Provide advice for library users.
- Acts as the library complaints and requests officer.

6.3 Department of Transport

- Processing of all Department of Transport transactions, Photo Card and Drivers Licence Identifications, applications and issues.
- Willingness to attend training in Perth.
- Display high level of confidentiality in Department of Transport processing.

6.4 General

- Daily mail duties registering any incoming cheques/monies received from the mail and process outgoing mail.
- Process travel and accommodation bookings.
- Order stationery and cleaning stock as required.
- Maintenance of website to ensure it is up to date.
- Process and monitor the hire of Shire of facilities.
- Check facilities after use for misuse and recommend improvements to facilities.
- Any other duties which are within the employee skills and ability as directed by the Supervisor Finance and Administration and the Executive Manager Finance and Administration.

7 ORGANISATIONAL RELATIONSHIPS

7.1 **Responsible to** Supervisor Finance and Administration
Executive Manager Finance and Administration

7.2 **Supervision of** Nil

7.3 Internal and External Liaison

Internal All Council Staff

External General Public
Ratepayers and Electors
Relevant Government Departments
Councillors

8 EXTENT OF AUTHORITY

- Work within confines of standards and procedures, under the supervision of the Supervisor – Finance and Administration and the Executive Manager Finance and Administration.