

TITLE: CUSTOMER SERVICE OFFICER

PURPOSE: To provide delivery of customer services, including receiving and responding to customer enquiries and coordinating access to the Shire's service areas to ensure a professional image of the Shire and a quality service experience for all customers & stakeholders.

KEY RESPONSIBILITIES	REQUIREMENTS
<p><u>Customer & Administrative Services</u></p> <ul style="list-style-type: none"> • Provide a high level of customer service delivery in accordance with the Shire's Customer Service Charter, including but not limited to: <ul style="list-style-type: none"> - Respond (as the first respondent) to enquiries and requests both over the counter, telephone and email. - Take messages and action items, as required. - Process dog and cat registrations, keep a register of dogs and cats, issue and order tags as required, as well as liaise with the Ranger on animal management matters. - Record details and take bookings from the public for Shire owned facilities including Hall, Pavilion, Community Bus and Caravan Park. - Answer and action requests for burials and the use of the Brookton Cemetery, assist EGO to maintain the cemetery register. - Work in collaboration with the Administration & Records Officer and Administration Trainee in ensuring a high level of customer service is achieved and maintained. • Resolve general customer enquiries to reduce points of contact and coordinate access to the other Shire's areas, such as: <ul style="list-style-type: none"> - Manage the allocation of keys for Shire buildings and facilities, including maintenance of the key register, as required. - Provide information on and accept bookings for Shire events and activities. - Collect and deliver mail as required by the Administration and Records Officer or Manager of Corporate and Community. - Process and administer purchase orders as required, and complete end of day balancing and banking. - Take caravan park hire bookings, including receipting payments. - Manage, coordinate and administer the Shire's Drum Muster program. - Maintain stationery, printing and cleaning supplies, including all request for quotes and orders. - Manage the Shire Community Bus, including bookings, post-hire inspections and cleaning and maintenance of the bus. - Raise and lower Australian flags daily. - Perform daily town run including banking and postage as directed. 	<p>Experience & Qualifications Required:</p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> • Strong customer service approach. • Sound administrative experience. • Strong computer skills in MS Office suite, internet, email and databases. • Excellent interpersonal skills. • Good numerical and literacy skills including cash handling. • Excellent time management, prioritisation and organisational skills. • Minimum Year 12 education. <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Knowledge of Local Government structures and functions. <p><u>Behaviours:</u></p> <ul style="list-style-type: none"> • High level of customer service orientation and standards. • Highly developed interpersonal skills. • Ability to manage work under pressure. • Ability to initiate actions in a timely manner. • Ability to build partnerships and liaise at all levels within the Shire. • Willingness to contribute to team success.

<ul style="list-style-type: none"> - Exercise confidentiality in all duties and handle sensitive matters diplomatically as appropriate. - Perform other duties as required within the scope of this position and within the employee's skills. - Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work, and ensure that OH&S responsibilities are met and promoted by complying with the Shire's OH&S policies and procedures, and relevant legislative requirements to maintain safe work practices and a safe working environment. - Ensure all duties are carried out in a professional manner consistent with the Shires Code of Conduct, Council policies and procedures. 	
<p><u>Conditions of Employment:</u></p> <p>CLASSIFICATION: Negotiated depending upon qualifications and skills within Band 5 of Council Policy 2.32 and the Local Government Industry Award 2020.</p> <p>PERIOD: 3 year employment contract - 45.6 hrs per fortnight (0.6 FTE).</p> <p>LOCATION: The position will be located at the Shire of Brookton Administration Office, 14 White Street, Brookton.</p>	<p><u>Reporting Relationships</u> <u>Reports to:</u></p> <p>Manager Corporate and Community</p>
<p>This position has been reviewed in July 2020</p> <p>Position No: 02/2020</p>	<p><u>Incumbent:</u></p> <p><u>Name:</u></p> <p>Date:</p> <p>Signature:</p> <p>DIRECT MANAGER:</p> <p><u>Name:</u></p> <p>Date:</p> <p>Signature</p>