



SHIRE OF
MERREDIN
INNOVATING THE WHEATBELT

POSITION DESCRIPTION

ADMINISTRATION OFFICER / CUSTOMER SERVICE OFFICER

CORPORATE SERVICES



POSITION DESCRIPTION

1 TITLE

Administration Officer/Customer Service Officer

2 POSITION SUMMARY

The primary function of this role is to ensure customer service requests and payments are actioned, processed and recorded accurately and in a timely manner at the front counter. This role also involves administrative tasks and support to the Corporate Service Team.

3 DIRECTORATE

Corporate Services

4 MANAGEMENT AREA

Corporate Services

5 BASE WORK LOCATIONS

Shire of Merredin Administration Centre, Corner King and Barrack Streets, Merredin.

6 AGREEMENT COVERAGE

Conditions of employment are governed by the Local Government Industry (WA) Award 2010.

7 HOURS

38 hour week to be worked between the hours of 8:00am and 5:00pm, Monday to Friday, unless otherwise negotiated with the Executive Manager Corporate Services.

8 REMUNERATION LEVEL(S)

Remunerated from Level 6, Step 2

9 DELEGATED AUTHORITY

As per relevant legislation and as delegated by the Chief Executive Officer

10 ORGANISATIONAL RESPONSIBILITIES

Supervisory and Organisational Responsibilities:

- Directly responsible to the Executive Manager Corporate Services

11 KEY DUTIES AND/OR RESPONSIBILITIES

11.1 Customer Service

- Complete customer requests and payments received via the front counter or mail in a professional and timely manner;
- Perform duties as a cashier, including balancing and end of day banking;
- Deliver quality information and services face-to-face, telephone and email to both internal and external customers;
- Liaise as required with staff from other departments to gain information and to resolve customer issues;
- Process completed requests and monitor compliance with customer service standards;
- Stay up to date of Council activities and services to provide timely and appropriate information to customers;
- Advise Manager of customer service trends and assist with proactive strategies to ensure best practice customer service; and
- Greet and attend to persons and goods delivered to the Administration Centre.

11.2 Administration

- Proactively assist in the completion of data entry as directed/requested based on current procedures and deadlines;
- Assist in the implementation and processing of projects as required;
- Provide support and accurate and timely responses to requests for information both written and verbal; and
- Monitor procedures to improve performance in administrative and workflow processes in conjunction with customer services and system requirements.

11.3 General

- Support and adhere to Council's policies and procedures, code of conduct and relevant acts;
- Perform any other duties as directed; and
- Promote and project Council's commitment as a Customer First organisation.

12 SELECTION CRITERIA

12.1 Essential

- High level of written and verbal communication skills;
- Ability to work in and contribute to a team environment;
- Ability to work with minimal or no supervision;
- Excellent administrative skills;
- Excellent time management skills and the ability to meet deadlines;
- A customer service focus and excellent customer service skills;
- Sound problem solving skills;
- A high level of keyboarding and computer skills with an intermediate to advanced knowledge of Microsoft Word and Excel packages; and
- Current satisfactory National Police Clearance.

12.2 Desirable

- Previous experience in a Local Government environment; and
- Current WA 'C' class driver's license,

13 INDUCTION MANUAL

All employees are required to read and sign the Induction Manual prior to the commencement of work or any reviews. This signed document will be placed on each employee's payroll file as evidence of the fact that they have read and understood the requirements of the position and Council.

Incumbent's Name *Incumbent's Signature* *Date*

*Current Manager – Charlie Brown
Executive Manager Corporate Services* *Manager's Signature* *Date*

*CEO – Greg Powell
Chief Executive Officer* *CEO's Signature* *Date*