SHIRE OF CORRIGIN

Position Information	Assistant CRC Coordinator

Closing date: 4.30pm Friday 18 August 2017

Assistant CRC Coordinator

12 month fixed term Contract - Covering Parental Leave

An excellent opportunity for a customer service focused applicant for the position of Assistant CRC Coordinator, 2 days per week – Thursday and Friday.

The ideal candidate will have previous experience in customer service, delivery of community programs and events and general office administration.

Attractive conditions of employment are offered including salary up to $55K, up to 14.25% superannuation, uniform and other benefits.

Application information can be found at www.corrigin.wa.gov.au. Further information is available from Taryn Dayman at the Shire of Corrigin on 9063 2203 or email shire@corrigin.wa.gov.au. Applications close 4.30pm, 18 Friday 2017.

Rob Paull
Chief Executive Officer

Assistant CRC Coordinator

About the Shire

The Shire of Corrigin is located 235km south east of Perth in Western Australia's Central Wheatbelt. Corrigin is predominately a farming community with broadacre cereal cropping and sheep as its main industries. The Shire covers an area of 3,095km^2 and has 1,173kms of local roads. Corrigin's population is approximately 1,200 with the majority of people living in the townsite.

The Corrigin townsite is well serviced with a hospital, doctor, dentist, district high school, supermarkets, cafes, hardware store, hotel and other retail outlets. Corrigin has excellent recreation facilities including an outdoor 50m pool, indoor heated hydrotherapy pool, football & hockey fields, tennis courts, golf course, bowling greens, parks & playgrounds and a range of other facilities.

The Shire of Corrigin has 7 elected members of Council which meet on the third Tuesday of each month. Council is a member of the Roe Regional Organisation of Councils (RoeROC) which has long standing resource sharing arrangements including environmental health and waste services.

Our Vision

"Corrigin – strengthening our community now to grow and prosper into the future."

Our Values

A Council and workforce dedicated to working together to provide quality services to our community by embracing the following values:

- Leadership
- Honesty
- Initiative
- Compassion
- Efficiency
- Confidence
- Empathy
- Accountability

Submitting an application

Guidelines
These guidelines have been developed to assist you in preparing your application and to ensure all documentation is submitted with your application.

Preparing your application
Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for interview. This decision will be based on the information that is relevant to the position that you provide in your application. Your application should include the following information:

Covering letter	State the identifying details of the position together with any relevant information of your availability for an interview. You may wish to summarise your application and emphasis your strongest points and achievements.
Curriculum Vitae (resume)	This is a summary of your work history and should start with the most recent or current position. You should include employment to and from dates, position title and details of duties. Please ensure you include your personal details; name, current address and telephone number. Also include qualifications and training achievements or any study you are currently undertaking and membership of professional bodies.
Addressed selection criteria	It is a requirement of your application that you address the selection criteria for the position you are applying for as outlined in the position description. The selection criteria are the qualifications, experience, knowledge, skills and abilities considered necessary to perform the functions of the position. This should include demonstrated capabilities by providing evidence of how you meet the selection criteria; provide specific details; and where possible, include an indicator of success or a result. An easy way to do this is to use the STAR model - that is: **S**ituation: provide a brief outline of situation /setting **T**ask: outline what you did **A**pproach: outline how you did it **R**esult: describe what the outcomes were.
Referees	Referees should be contacted for approval prior to being listed in your curriculum vitae/resume as they may be contacted. It is desirable that one referee be your current or a recent supervisor/manager. Provide names, work addresses and current contact telephone numbers for each referee. Only referees that are able to comment on your work experience (preferably against the selection criteria) should be included.

National Police Clearance	This position will require the successful applicant to provide a recent National Police Clearance. Council will reimburse the expense of the successful applicant. The police clearance should have been obtained within the three months prior to applying for or obtaining the position.
Pre- employment medical / physical assessment	In the course of the application and selection process you will be required to undertake a physical or medical assessment relevant to the duties in your position description to ensure we exercise our duty of care to our current and future workforce. Council will nominate an approved Doctor and pay for the cost of the Medical for the successful applicants.
Fit for Work Policy	Council has a Fit to Work Policy which includes drug and alcohol testing. By accepting employment with the Shire of Corrigin employees must agree to abide by this policy which may include undergoing random drug and alcohol tests.

Only photocopies of your qualifications, certificates and the like should be attached to your application – please do NOT send originals. If applying for more than one position, separate applications must be submitted – one application for each position.

Applications will not be accepted after the closing date unless there are valid reasons and these have been communicated to the Shire before the closing day.

Lodging your application:

Email: shire@corrigin.wa.gov.au

By Hand: Shire of Corrigin
9 Lynch Street, Corrigin
Attention: Deputy Chief Executive Officer

Post: PO Box 221, Corrigin WA 6375

EMPLOYMENT CONDITIONS

Location	The position is based at the Shire of Corrigin, 9 Lynch Street Corrigin.
Industrial agreement	Shire of Corrigin Enterprise Agreement 2014
Salary	Up to $55,000
Hours of work	8.30 – 5.00pm Thursday and Friday
Superannuation	Superannuation of up to 14.5% based on 9.5% superannuation guarantee contributions and up to an additional 5% contingent upon the employee's matching contributions. Salary Sacrifice is available on the employee's contributions.
Annual leave	4 weeks (pro-rata)
Personal/carer's leave (recognised as sick leave)	As per the Shire of Corrigin Enterprise Agreement 2014
Long service leave	13 weeks long service leave after 10 years continuous local government service, transferable between local governments within Western Australia.
Clothing allowance	$600 p.a. – subject to conditions.
Probationary period	Appointment is subject to a three month probationary period. At the end of the three month period your tenure and conditions of employment will be reviewed. The probationary period may be extended if performance is not satisfactory.
Closing date	4.30pm Friday 18 August 2017 In the interest of fairness and equity, late applications will not be accepted.

Assistant CRC Coordinator
Position Description

1 Incumbent

Name:

Date Commenced:

2 Industrial Instrument and Level

Shire of Corrigin Enterprise Agreement 2014, up to Level 6.1 (depending on qualification and experience)

3 Position Summary

The Assistant CRC Coordinator will assist to ensure that the most appropriate and effective services in education, training, communication, information and business are provided to the community, and assist in managing the day to day operations of the Corrigin Community Resource Centre in accordance with set procedures.

4 Requirements of Position

4.1 Skills

Developed public relations and friendly customer service skills

Developed time management and organisational skills

Developed written and verbal communication skills

Developed computer skills

4.2 Knowledge and experience

Demonstrated experience in providing high quality customer service to a diverse range of customers.

Working knowledge of administration and office procedures.

Developing knowledge of community and local tourism.

4.3 Qualifications and/or training

Completed compulsory schooling with competency in English and Maths.

Current “C” (Car) License.

Current or ability to obtain, Working with Children Check and Police Clearance Certificate.

5 Key Roles and Responsibilities

Full roles and responsibility and areas of participation are outlined in the Organisational Roles and Responsibilities Matrix that should be read in conjunction with this position description.

Participation in the following areas of this position is outlined in the table below:

Customer Service
Deliver a positive and professional customer service to internal and external customers, via telephone, counter or email, providing accurate information and effective assistance in a timely manner
Deliver Corrigin Resource Centre Services and products.
Ensure tourist information is accurate and up to date
Promote excellence in customer service and assist with identifying, reviewing and implementing strategies to improve service quality and efficiency
Process payments to Council including receipting of monies and balancing of transactions
Maintain a professional customer service area, including monitoring of display and promotional material
Community Services
Participate in the coordination of Community Functions and events
Provide Government and non-Government liaison
Participate in delivery of Community Programmes and Services
Participate in the preparation of reports, submissions and other documents for Council regarding community related issues
Participation in Community Development Grant Funding
Administration
Provide general administration support to other staff as required
Maintain bookings of community facilities
Assist in the management of CRC Information Technology and I.T. Security
Participate in Stock control of stationery and supplies
Maintain Office Equipment and supplies

Other activities and functions the position participates in are found in the Shire's Roles and Responsibilities Matrix, which outlines roles and responsibilities across the Organisation.

6 Key Performance Requirements

High level of customer satisfaction including prompt, courteous and efficient answering of enquiries.

Standard of customer service related policy, procedures, forms and strategies.

Clean and tidy customer service area with timely reviews of display and promotional materials.

7 Key projects

Identify and implement strategies to improve customer service quality and efficiency, including review of procedures, forms and information provided to customers.

8 Organisational Relationships:

8.1 Position is responsible to:

Deputy Chief Executive Officer

Corrigin CRC Coordinator

8.2 Position supervises:

Nil

8.3 Key Relationships:

Internal: Chief Executive Officer

Deputy Chief Executive Officer

Manager Works & Services

Administration Staff

Other staff as employed from time to time

External: Councillors

Governments and Non-Government Agencies

General Public

Suppliers of goods and services, contractors

9 Extent of Authority

Works within confines of policy and procedures, under the general supervision of the Deputy Chief Executive Officer

10 Public Responsibilities

To promote a favourable public image of Council's personnel, operations and the Shire in general.

Signed:

	Signature:	*Date*
Employee	_____	_____
Supervisor	_____	_____
CEO	_____	_____

Position Description Review History

Created (Draft)	16 June 2014	Heather Ives
Reviewed and Updated	8 March 2017	Taryn Dayman
Reviewed and Updated	27 July 2017	Heather Ives