



## **CRC Customer Service Officer**



## **Information Package**



## **CRC Customer Service Officer**

An excellent opportunity exists for a highly motivated and enthusiastic individual to secure an interesting role within a supportive and friendly team. Previous experience in customer service, general office administration, information technology and delivering community programs and events is essential. If you have a strong work ethic and a cheerful and positive outlook, then this position could be just right for you.

The successful candidate will be required to ensure that the most appropriate and effective services in education & training, communication, information, and tourism 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.

The CRC Customer Service Officer position starts at Level 4.1 of the Shire of Corrigin Enterprise Agreement 2022. Generous additional benefits are provided including up to 15.5% superannuation, uniform allowance, rostered days off, and plenty of training opportunities.

Corrigin is a progressive rural community located 235km south-east of Perth in the Wheatbelt region with a population of approximately 1200 people. The town is well serviced with retail, recreational, health and medical facilities as well as a district high school and day care centre.



## Selection Criteria

### Essential

- Previous experience in customer service and general office administration
- Intermediate information and communication technology literacy
- Excellent communication and interpersonal skills
- Ability to work well as part of a small team and autonomously
- High level of initiative and well-developed problem-solving skills
- Strong time management skills and organisational skills
- High computer literacy and working knowledge of Microsoft Office applications
- Current "C" class licence

### Desirable

- Previous experience in community program delivery/ events coordination
- Knowledge of local tourism
- Local community knowledge



## Employment Conditions

<b>Location</b>	The position is based at the Corrigin Community Resource Centre, 55 Larke Crescent, Corrigin.
<b>Industrial Agreement</b>	Shire of Corrigin Enterprise Agreement 2022, Level 4.1 \$29.32 per hour
<b>Employment Type</b>	This is a 12-month fixed term contract, covering Parental Leave. Full-time or part-time position depending on the right applicant.
<b>Hours of Work</b>	The Resource Centre is open 8.30am to 5.00pm between Monday to Friday with half hour lunch break. Hours for this position are negotiable for the right candidate. Full time staff are eligible for a Rostered Day Off every month.
<b>Annual Leave</b>	Four weeks annual leave for each 12 months service, including 17.5% leave loading.
<b>Long Service Leave</b>	13 weeks after 10 years continuous local government service, transferable between local authorities within Western Australia.
<b>Public Holidays</b>	In addition to WA gazetted public holidays, two additional Local Government public holidays on 2 January and Easter Tuesday as per Council Policy.
<b>Other Leave</b>	Sick, carer's and compassionate leave as per the Shire of Corrigin Enterprise Agreement 2022 and National Employment Standards.
<b>Superannuation</b>	Superannuation of up to 15.5% based on 10.5% 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.
<b>Clothing Allowance</b>	Uniform allowance of \$600 per annum (pro-rata for part time staff) for the purchase of corporate uniform at the conclusion of your probation period.
<b>Housing Allowance</b>	Fortnightly allowance of \$100 after 12 months of continuous service for full time staff. Part time staff after 12 months of continuous service are entitled to the allowance on a pro rata basis.
<b>Probationary Period</b>	This position 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.

## **Submitting Your Application – Guidelines:**

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

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

### **Preparing your application:**

Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for an 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 information listed in the following checklist:

#### **Covering Letter**

The covering letter introduces yourself to the selection panel and should include the title of the position that you are applying for. You should explain why you are applying for the position and how you may be contacted during normal business hours.

#### **Curriculum Vitae (Resume)**

This should provide personal details (including name, current address and telephone number), relevant work history and education, training courses attended, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held as well as the dates / periods of employment. In the description of your work history give a brief summary of the duties and responsibilities for each of the positions.

#### **Selection Criteria**

Consideration for an interview is based upon clear demonstration of your ability to meet each of the selection criteria. Your application should contain information to address all the selection criteria in a structured format, a short paragraph for each of the criteria will be sufficient.

#### **Referees**

You will need to include the names and contact numbers of at least two referees, you should contact referees for approval prior to including them in your curriculum vitae. It is desirable that one referee is your current or recent supervisor / manager. During the application process, referees may be contacted to verify your claims in relation to the selection criteria.

### **Additional Information:**

#### **National Police Clearance**

This position will require the successful applicant to provide a recent National Police Clearance. The police clearance should have been obtained within the three months prior to applying for or obtaining the position. Council will reimburse the expense of the successful applicant.

#### **Pre-employment Medical / Physical Assessment**

Preferred applicants will be required to undertake a pre-employment medical to determine the applicant's suitability to carry out the requirements of the position. Council will nominate an approved doctor and pay for the cost of the appointment for the successful applicant.

### **Pre-employment Drug and Alcohol Screening**

This position will require the successful applicant to undergo a pre-employment drug and alcohol screening. Council will nominate an approved testing agent and pay for the cost of the drug and alcohol screening.

### **Fit for Work Policy**

Council has a Fit for 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.

### **Forwarding Applications for the Position:**

Your application can be submitted via:

Post:       Addressed as follows:  
              "Private and Confidential – CRC Customer Service Officer"  
              Human Resources Officer  
              Shire of Corrigin  
              PO Box 221  
              CORRIGIN WA 6375

Email:       hr@corrigin.wa.gov.au  
              Please ensure that the subject line is marked as follows:  
              "Private and Confidential – CRC Customer Service Officer"



## **Working at the Shire of Corrigin**

The Shire of Corrigin is located 235km south- east of Perth in the Wheatbelt region with a population of approximately 1200 people. The main industries of this progressive farming community are cereal cropping and livestock production.

Corrigin is well serviced with health and medical facilities including a hospital, doctor, dentist and visiting allied health professionals. Several manufacturing businesses are located in Corrigin as well as supermarkets, cafes, a hardware store, hotel and other retail outlets. The town has excellent recreation facilities including a recreation centre, 50m pool, hydrotherapy pool, indoor netball and squash courts, football and hockey field, tennis courts, golf course, bowling greens, parks and playgrounds. Families in the town are supported with a district high school and day care centre.

The Shire of Corrigin has a friendly, team-orientated and highly motivated workforce providing quality services and facilities to residents and visitors to the Shire.

### **Vision**

A welcoming, growing and healthy community to live and work.

### **Mission**

We provide leadership to our local community and the delivery of services and facilities to make Corrigin a healthy, happy, growing and inclusive community.

### **Our Commitments**

Staff work together to ensure the Shire of Corrigin is financially stable, is well resourced and has excellent planning. We pride ourselves on our safe workplaces for employees, contractors, visitors, elected members and residents.

The employees are our greatest asset in working toward our vision. The success of our daily operations and delivery of major capital projects relies on the contribution of the dedicated and loyal employees.

The employees of the Shire of Corrigin have made the following commitments:

*We will be professional and have a strong work ethic*

*We will work together as a team to achieve our goals*

*We will take pride in our work and strive to continually improve the way we do things*

*We will communicate with each other and to our community in a positive and respectful manner*

*We will provide a safe, healthy and inclusive work environment*

*We will support local businesses when possible*

*We will be a leader in local government governance and operations*

### **Employee Benefits**

Individual conditions of employment are outlined in the Letter of Appointment and/or Employment Contract. The following additional benefits are available when joining the team at the Shire of Corrigin.

### **Flexible Work Arrangements**

The Shire understands that flexible work arrangements help employees achieve a work-life balance and create a positive work environment. Employees can negotiate flexible working arrangements, depending on the individual circumstances and requirements of the position. The Shire supports family friendly or part time employment options.

### **Competitive Salary**

The Shire of Corrigin Enterprise Agreement and contract salary packages provide for competitive salaries that are above the award wages.

### **Salary Packaging**

Salary packaging is available for permanent employees for items such as vehicles or laptop computers.

### **Hours of Work**

Most full time office employees work Monday to Friday from 8.30am to 5.00pm with half an hour for lunch and a Rostered Day Off each month.

The outside employees generally work Monday to Friday, from 7.00am to 4.00pm with a Rostered Day Off each fortnight. Additional overtime maybe be required during busy times.

Full time staff work a minimum of 76 hours per fortnight.

### **Additional Superannuation**

Superannuation of up to 15.5% based on 10.5% 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.

### **Leave Loading**

Annual leave is able to be taken as soon as it is accrued rather than wait for the 12 month anniversary of employment.

Leave loading of 17.5% is paid on annual leave taken for non-contract positions with the Shire.

### **Long Service Leave**

All permanent full-time employees of the Shire are entitled to 13 weeks long service leave after completing 10 years of continuous service in Local Government. Permanent part time and casual employees are entitled to a pro rata long service leave accrual after completing 10 continuous years of service. Long service leave accruals are transferable between all local government authorities in Western Australia

### **Personal Leave**

Personal / carer's and bereavement leave is paid as per the Enterprise Agreement or National Employment Standards.

### **Professional Development and Training Opportunities**

Ongoing professional development is encouraged and the Shire of Corrigin supports employees to gain new knowledge and skills. Study leave and financial support is available to employees wishing to gain TAFE or university qualifications.

The Shire provides traineeships and work experience opportunities for young people.

### **Internal Promotion and Higher Duties**

Opportunities are provided for employees to perform higher duties and act in senior roles from time to time. Existing employees are encouraged to apply for internally advertised positions when vacancies arise.

### **Corporate Uniform**

All permanent employees are entitled to an annual uniform allowance of \$600 and personal protective clothing to ensure the safety of employees. Part time employees receive a pro rata allowance.



### **Smoke Free Workplace**

The Shire Administration office, Community Resource Centre and Depot, as well as all shire vehicles are smoke-free.

### **Health and Wellbeing Program**

The Shire is committed to providing employees with a safe, healthy and supportive work environment. The shire recognises the importance of a supportive workplace culture where healthy lifestyle choices are valued and encouraged.

The health and wellbeing of employees and maintaining a good work life balance enables employees to fulfil their work and personal responsibilities effectively and efficiently which benefits both the employee and employer.

The health and wellbeing support services and incentives aim to improve the general health of employees, assist with retention and attraction of staff and assist in the reduction of workers compensation claims.

### **Employee Support Services**

The Shire of Corrigin provides a range of opportunities and support services to create a healthy workplace, improve awareness of health issues, lower risk factors and improve employee safety.

All employees are offered access to the following services:

- Skin cancer screening.
- Hearing testing.
- Flu vaccinations.
- Injury prevention such as manual task training and ergonomic assessments.
- Health and wellbeing assessments.
- Healthy lifestyle programs.
- Mental health awareness.
- First Aid training

Additional health and wellbeing programs are promoted throughout the year depending on topical issues, demand, funding and work arrangements.

### **Counselling and Support Services**

Employees can access free and confidential counselling sessions over the telephone or face to face. Employees requiring longer term counselling are encouraged to discuss alternative support which may require a medical referral.

### **Health and Wellbeing Incentives**

To encourage fitness and general wellbeing, all permanent full time and part time employees are offered one of the following incentives to a maximum value of \$250 per financial year:

- Season pass for individuals or families (immediate family and dependent children under 16).
- Heated pool entry passes or aqua aerobics classes.
- Reimbursement of local Corrigin sporting team membership fees for active participation eg football, netball, hockey, cricket, tennis, bowls, etc.
- Reimbursement of local personal training or fitness programs or classes.

### **Recognition of Service**

The long and loyal service of employees is highly valued and recognized with length of service awards.

### **Equal Opportunity Employer**

The Shire of Corrigin treats all employees equally and ensures that the best person is hired for a position based on positive attitude, qualifications, experience and knowledge. Employees from a diverse range of cultures, race, religion, age, gender or disabilities are welcome at the Shire of Corrigin and add valuable skills, knowledge and experiences.

### **Modern Office Facilities**

The Administration Office, Community Resource Centre, Works Depot and Pool are all modern, spacious, air-conditioned buildings with kitchen facilities and a range of individual and shared office spaces.

### **Employee Social Activities**

Working at the Shire of Corrigin is more than just a job. Taking a break from work to get to know fellow employees and socialise is important in maintaining a great team culture. Staff are encouraged to attend breakfast, lunchtime or after work social events.

Employees support a range of voluntary and charitable activities including delivering weekly Meals on Wheels, Containers for Change donations, appeals and fundraising events.

The Shire provides an annual Christmas function for elected members, employees and families.

