



## CRC Customer Service Officer POSITION DESCRIPTION

### 1 Incumbent

**Name:**

**Date Commenced:**

### 2 Industrial Instrument and Level

Shire of Corrigin Enterprise Agreement 2022, Level 4.1

### 3 Position Summary

The Corrigin Community Resource Centre (CRC) Customer Service Officer will ensure that the most appropriate and effective services in education and training, communication, information and tourism are provided to the community and assist in managing the day to day operations of the Corrigin CRC 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

#### 4.2 Knowledge and experience

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) Licence.

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

### 5 Key Roles and Responsibilities

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

<b>Community Services</b>
Participate in the coordination of community functions/events
Participate in delivery of community programmes and services
Provide Government and non-Government liaison
Provide Tourist Information
Assist with community development activities and grant funding submissions
Provide Public Library Services to community
Provide seniors with internet access and training through the Be Connected agreement
Provide CRC Fee for services
<b>Administration</b>
Provide general administration support
Arrange venue and equipment hire and maintain online booking system
Deliver 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
Assist with CRC information technology requirements
Assist in the preparation of reports, submissions and other documents for Council and Government Departments
Stock control of stationery, supplies and maintain office equipment
Start / end of day duties
Participate in inductions and orientations
Participate in risk management and occupational health and safety activities
Maintain a clean and tidy office
Participate in administration duties of Public Library
Delivery of Services related to Department Primary Industries and Regional Development (DRIRD) Service Agreement
Maintain and update CRC operations and procedures manuals
<b>Records Management</b>
Participate in records management
Maintain register of complaints
<b>Communications and Marketing</b>
Assist with content management of the Shire media & communications
Corrigin tourist brochures – design and produce
<b>Roe Tourism Association</b>
Promoting Pathways to Wave Rock content and providing tourism information to committee

Other duties as required.

**6 Key Performance Requirements**

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

**7 Key projects**

**8 Organisational Relationships:**

**8.1 Position is responsible to:**

CRC Coordinator

**8.2 Position supervises:**

**8.3 Key Relationships:**

**Internal:** Chief Executive Officer  
Deputy Chief Executive Officer  
CRC Coordinator  
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 CRC Coordinator.

**10 Public Responsibilities**

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

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**Signed:**

*Signature:*

*Date*

Employee

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Supervisor

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CEO

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**Position Description Review History**

Created (Draft)	16 June 2014	Heather Ives
Reviewed and Updated	30 May 2019	Heather Ives
Reviewed and Updated	22 December 2020	Heather Ives
Reviewed and updated	23 April 2021	Tanya Ludlow
Reviewed and updated	2 September 2022	Emily Cousins