



Customer Service Officer Application Package



9 Lynch Street Corrigin WA 6375
Telephone: (08) 9063 2203
CEO Mobile: 0427 425 727
Website: www.corrigin.wa.gov.au



Customer Service Officer Shire of Corrigin

The Shire of Corrigin is seeking to appoint a Customer Service Officer to provide front counter services and support to the administration team. The ideal candidate will build good relationships with customers by creating a positive, helpful and friendly environment.

The Customer Service Officer will be responsible for the daily receipting, record keeping, venue bookings, cemetery administration, licensing as well as supporting the administration team to ensure that an excellent service is provided to the community.

Previous local government experience is ideal however on the job training will be provided.

The Customer Service Officer position is a Level 4 of the Shire of Corrigin Enterprise Agreement and attracts a salary of \$51,847.14. Generous additional benefits are provided including a uniform allowance, rostered day off and training and professional development opportunities.

The Shire of Corrigin is located 235km south east of Perth in the Central Wheatbelt with a population of approximately 1,200 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.

Applications should be marked ***Private and Confidential – Customer Service Officer Application*** and emailed or posted to:

Ms Julia Baker
Governance Executive Officer
Shire of Corrigin
PO Box 221
CORRIGIN WA 6375
geo@corrigin.wa.gov.au



Customer Service Officer Application Information

Please read the Application Package information carefully.

Thank you for expressing interest in this position with the Shire of Corrigin. Further information about the position is available by contacting the Governance Executive Officer, Ms Julia Baker on 90 632 203. To find out more about working at the Shire of Corrigin go to <http://www.corrigin.wa.gov.au/>

Your application should consist of:

- A cover letter addressed to the Chief Executive Officer.
- A resume setting out your personal details, contact details, employment history (with your most recent employment first), periods of employment, and position(s) held, with details of the duties, and other relevant information such as personal interests
- The details of your educational history/academic qualifications and identifying information such as institution, and dates attended
- Details of any ongoing study/professional development.
- Information addressing all the selection criteria in a structured format. Please provide sufficient information to allow an assessment of your skills, knowledge, experience and suitability for the position. A short paragraph for each of the following criteria is sufficient:
 - Previous experience in customer service.
 - Excellent communication skills.
 - Well-developed organisation skills.
 - Public relations.
- Two referees including contact information and relationship to you as the applicant.
- Please provide information concerning your anticipated commencement date if successful.

Include any additional information that you believe may be relevant to the application interview or your appointment so that we can take that into consideration in selecting the best applicant.

Applications may be emailed or posted in a securely sealed envelope and clearly addressed to:

Private and Confidential – Customer Service Officer Application

Ms Julia Baker
Governance Executive Officer
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PO Box 221
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The closing date and time for applications is Friday 5 April 2019 at 4pm. Late applications will not be accepted.

Immediately after the closing date the applications will be assessed, ranked and a short list developed.

The preferred candidates will be required to attend an interview in Corrigin with a selection committee comprising the CEO and two staff members. It is anticipated that interviews will be conducted on 11 April 2019.

The Shire of Corrigin is an equal opportunity employer.

We reserve the right to close this vacancy earlier than the advertised closing date if sufficient applications are received prior.



Referee and Reference Checks

The Council has an obligation to satisfy itself of your qualification and suitability for the position and the person it seeks to appoint should view this process as a positive aspect of your application.

If there is a special need for confidentiality, such as a current employer who is not yet aware of your application, please provide details with your application.

You may provide additional material or information that you wish to support your application.

Initially the reference checks will only be made of your nominated referees and you should ensure that they are aware in advance that contact may be made with them to confirm details.

The Council reserves the right to make other checks of the final applicant(s), but will not make contact with any current employer or other nominated person unless your prior approval has been obtained, but clearly that will be necessary before appointment can be finalised.

Pre-Start Requirements

A Police Clearance will be required prior to confirmation of employment.

A pre-employment medical assessment will be required prior to confirmation of employment. The Shire of Corrigin will nominate an approved Doctor and pay for the cost of the medical assessment for the successful applicant.

The Shire of Corrigin 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.

Probationary Period

Appointment to this position is subject to a three month probationary period.

Conditions of Employment

Location	Shire of Corrigin Administration Office, 9 Lynch Street Corrigin.
Salary	Shire of Corrigin Enterprise Agreement 2018 Level 4 \$51,847.14
Normal Hours	Administration staff currently work a 38 hour week between 8.30am to 5.00pm Monday to Friday (lunch 30 min) and accrue one rostered day off (RDO) per month.
Annual Leave	Four weeks annual leave including 17.5% loading.
Long Service Leave	13 weeks long service leave after 10 years continuous local government service, transferable between local governments within Western Australia.
Other Leave	Personal, compassionate, carer's and long service leave as per the Shire of Corrigin Enterprise Agreement and National Employment Standards.
Superannuation	Superannuation of up to 14.5% based on 9.5% superannuation guarantee contributions and an additional 5% contingent upon the employee's matching contributions. Salary Sacrifice is available on the employee's contributions.
Uniform Allowance	\$600 per annum (full time)

Natalie Manton
Chief Executive Officer



Customer Service Officer Position Description

Requirements of Position

The Shire of Corrigin is seeking a self-motivated, friendly and professional individual with excellent communication and customer relations skills to join our team as a permanent full time Customer Service Officer.

Key Responsibilities and Duties:

- Deliver positive and professional customer service via telephone, front counter and email by providing accurate information and assistance in a friendly and timely manner.
- Promote a high level of customer service by identifying, reviewing and implementing strategies to improve overall service quality and efficiency of the shire.
- Public relations to promote positive image of Shire of Corrigin.
- Process Department of Transport licensing transactions and help resolve customer queries related to licensing.
- Process and issue TransWA bus tickets as required
- Process payments received over the telephone, front counter or via incoming mail, including receipting of monies, balancing of transactions and preparation of banking.
- Process applications for council related activities, including building and planning applications, bus bookings and venue hire.
- Manage annual cat and dog registrations.
- Maintain a professional customer service area, including monitoring and updating of displays and promotional material, notice boards and television screen.
- Processing and registration of incoming and outgoing correspondence for all staff using Synergysoft central records software.
- Provide general administration support to other staff as required including: letter preparation, filing and/or purchasing activities.
- Arrange catering for meetings and training.
- Co-ordinate printing and stationery orders.
- Resolve printer, telephone or internet issues as they arise.
- Create and maintain procedures and forms relevant to the customer service position.
- Manage the shire email and Facebook accounts, ensuring they are monitored and actioned daily.
- Other duties as directed by Managers or CEO as required.

Skills and Experience Required:

- Demonstrated experience in providing friendly customer service.
- Developed written and verbal communication skills.
- Time management skills with an ability to plan and prioritise.
- Demonstrated organisation skills.
- Basic understanding of administration related policies and procedures.
- Experience with records management (Synergysoft experience highly desirable)
- Demonstrated experience in processing payments, balancing of transactions and banking.
- Hold a current "C" (Car) Licence
- Completed Department of Transport licensing training and hold a Department of Transport Operator ID, or be willing to undertake the necessary training.