



## 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, training, communication, tourism, information and business 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>Customer Service</b>
Provide high quality customer service, including fee-for-service tasks, community and visitor information, providing accurate and effective assistance in a timely manner as outlined in the Customer Service Charter, and maintaining a professional service area.
Coordinate community and business training, workshops, and information sessions as per DPIRD contract.
Cash handling and receipting duties.
<b>Community Services</b>
Assist with delivery of community training, programmes, and events including civic celebrations, business networking and development, and youth and senior initiatives.
Apply for and undertake administration of grant funding for community initiatives, as directed.
Support seniors and the general public in accessing online services and delivering technology assistance and training as required.
Provide Public Library Services to community.
Assist coordinator with community development initiatives.
<b>Administration</b>
Provide general administration support to other staff.
Arrange venue and equipment hire, including catering when required, and maintain online booking system and key register.
Stock control of stationery and supplies, and maintain office equipment.
End of day financial reporting and balancing.
Assist with the preparation of reports, submissions and other documents for Council and Government Departments as required.
Participate in administration duties of Public Library.
Maintain and update CRC and individual role operations and procedures manuals.
Maintain a clean and tidy office, and maintain general office security.
<b>Communications and Marketing</b>
Assist with content management including, social media, monthly newsletter, flyers, and CRC and community noticeboards.
<b>Records Management</b>
Maintain records in Council's Recordkeeping system, in line with relevant legislation and procedures.
<b>Tourism</b>
Coordinate production of Corrigin tourist information including advertising, brochures, and signage.
Act as the Roe Tourism Association delegate and associated tasks.
Undertake tourism initiatives as set in Annual Budget.
Promote Corrigin as a progressive, active, and inviting place to visit.
Develop tourism initiatives and strategies to be considered by Executive.
Maintain online tourism information and promotion, including Instagram, Shire website, Come Explore Corrigin website, external organisations websites featuring Corrigin e.g. RTA, CWVC, AGO.
Monitor feedback received through direct communication and external review websites and apps, report relevant trends and insights to Coordinator, and promptly escalate any negative comments or public concerns.
<b>Occupational Safety and Health</b>
Participate in risk management and OSH activities, and comply with all relevant legislations, policies, and procedures.
<b>Other</b>
Any other duties as directed by Coordinator or the Executive.

## 6 Key Performance Requirements

## 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  
Roe Tourism Association  
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 of Corrigin 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	4 June 2025	Caris Negri