

**Customer Service & Records Officer**

**Position Description**

**Permanent Part Time (25 hrs/week)**

**1 Name:**

**Date Commenced:**

**2 Position Summary**

To manage front counter and telephone interface with community members, contractors & other visitors to the Shire Offices in a pleasant, knowledgeable and efficient manner.

To work closely with the Deputy CEO/Finance Manager to implement the Council's receipting and record management system, in accordance with statutory requirements & Council policy.

To manage facility bookings, inward mail and to otherwise provide support to senior managers as required.

**3 Requirements of Position**

**3.1 Skills**

Developed public relations and customer service skills.

Developed written and verbal communication skills.

Developed computer skills (Microsoft Word & Excel).

Developed time management and organisational skills.

**3.2 Knowledge and experience**

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

Sound knowledge of administration and office procedures.

Sound knowledge of computer systems and software applications.

Sound knowledge of records management.

Desirable: Working knowledge of Synergy Soft.

**3.3 Qualifications and/or training**

Hold a current "C" class WA driver's license.

Completion of Year 10 and/or an appropriate labour market program or similar work/skills.

## 4 Key Roles and Responsibilities

The principle responsibility areas of this position are outlined in the table below:

<b>Customer Service</b>
Deliver a positive and professional customer service to internal & external customers, via telephone, over-the-counter or email.
Undertake research as necessary to provide knowledgeable and timely assistance to internal & external stakeholders.
Maintain a professional reception area, through the provision and maintenance of displays and promotional material.
Respond to and close out customer service enquiries.
Receive payments to Council & enter transactions into Synergy Soft.
Oversees Council's facility & equipment bookings.
Maintain and create procedures & documents relevant to the position.
<b>Financial – Other</b>
Prepare daily bank reconciliations.
Oversee the Shire's petty cash & prepare monthly recoup requests.
Support the Rates Officer, as required.
<b>Record Management</b>
Implement the a records management service that delivers compliance with the Shire's Record Keeping Plan and standards issued by the State Records Office of WA.
Dispose of records in accordance with the standards issued by the State Records Office of WA.
Maintain the Shire's incoming & outgoing mail registers and oversee the Shire's email account.
Coordinate the collection and input of information for OHS registers.
Maintain a Register of Grants to record receipt of funds & ensure their timely acquittal.
<b>Administration</b>
Coordinate the annual registration of cats & dogs and maintain the registers.
Maintain office stationery and general office equipment requirements.
Monitor private & internal works requests and provide administration assistance, as required.
Provide administration support to the Works Manager.
Provide general administration support to other staff as required.
Liaise with cleaners regarding bookings at Council facilities to ensure good housekeeping standards.
Coordinate the issuing of burning permits.
<b>Health and Safety</b>
Complete monthly health & safety inspections of the administration building.
Carry out unannounced fire evacuation drills, as necessary.

## 5 Key Performance Requirements

High level of community satisfaction from their interactions with Council administration.

Consistently performing in a manner that reflects the organisations agreed values.

Compliance with Council's Record Keeping Plan.

Accurate and timely reconciliation of bank statements & petty cash.

Accurate coordination of the Shire's Facility bookings.

Ensure good housekeeping is maintained at the Shire's facilities.

Ensure the Shire administration building complies with health and safety requirements.

**6 Organisational Relationships:**

**6.1 Position is responsible to:** Deputy CEO/Finance Manager

**6.2 Position supervises:** Nil

**6.3 Key Relationships:**

**Internal:** Finance Officer  
Senior Finance Officer  
Works Administrator  
Governance Executive Officer  
Cleaning staff  
Chief Executive Officer  
Works Manager

**External:** General public (including ratepayers and residents as appropriate)  
Suppliers of goods & services and contractors  
Councillors  
Other local governments

**7 Extent of Authority**

7.1 Works within the confines of policy and procedures, under the general supervision of the Deputy CEO/Finance Manager

**8 Public Responsibilities**

To promote a favourable public image of Council, its personnel and operations.

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**Signed:**

*Signature:*

*Date*

Employee

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DCEO/FM

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CEO

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