



# Position Description

## Customer Service Officer

Our Vision	Our Objectives	Our Values
A vibrant coastal community, connected to the environment, living the village lifestyle.	<ul style="list-style-type: none"> <li>Enhance community connection and well-being.</li> <li>Operate as environmental custodians for the future.</li> <li>Support local jobs, industry, and small business and facilitate sustainable development.</li> </ul>	Consistency Sustainability Honesty Integrity Teamwork Transparency Respect
Our Commitment		
Protect what makes us special, improve our quality of life, and plan for future generations.		

<b>Position:</b>	Customer Service Officer	<b>Direct Reports:</b>	No direct reports
<b>Department:</b>	Corporate Services		
<b>Reports to:</b>	Customer Service Supervisor		

Performance Summary
<p>The Customer Service Officer is expected to:</p> <ul style="list-style-type: none"> <li>Maintain the high level of customer service provided to the community.</li> <li>Strive to improve the Shire's relationship with the public.</li> <li>Be fiscally responsible.</li> <li>Be solution focused and have a 'can do attitude'.</li> <li>Be inspired and motivated as part of the Customer Service team.</li> <li>Champion the Shire's vision, values and objective.</li> </ul>
Key Responsibilities

- Provide a high-level of customer service both internally and externally, whilst supporting the connection with our diverse community.
- Front Counter duties including receipting and banking of all Shire revenue.
- Deliver Licensing/Department of Transport advice and undertake associated duties.
- Oversee new applications for kerbside waste collection services for the community.
- Undertake new dog and cat registrations for members of the community.
- Responsible for incoming calls as a first point of contact for the Shire.
- Accept new responsibilities, help team members, learn new skills and focus on organisational improvement.
- Provide ongoing backup and support to other Corporate Service Officer's.
- Undertake other duties as required by the Senior Customer Service Officer.

### **Position Requirements**

- A high level of experience in a Customer Service role.
- Developed literacy and numeracy skills.
- High level interpersonal skills.
- Provision of a current National Police Clearance.
- 'C' Class Driver's Licence.

### **General Accountability, Attitude, Behaviour and Conduct**

Every person carrying out work for the Shire has a personal accountability, obligation and responsibilities, attitudes, behaviour and conduct, as detailed in the Shire's Code of Conduct, including:

- Adhering to management directives and approved policies and procedures.
- Taking reasonable care to ensure personal safety and health at work of themselves and other persons.
- Adhering to lawful and reasonable directions from the employer and particularly those relating to employee integrity, confidentiality, Shire reputation, efficiency, fraud and corruption prevention.
- Respecting and maintaining Shire values and culture.

**Certification**

As the occupant of this position, I have noted and agreed to the values, statement of duties, responsibilities and other requirements as detailed in this document.

**NAME** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_