



Shire of **Ngaanyatjaraku**
ON A JOURNEY

Customer Services Officer

Position Description



Position Description

Position Title:	Customer Services Officer	Reports to:	Administration Coordinator
Job Type:	Permanent / Full Time	Location:	Warburton
Direct Reports	Nil	Award:	Local Government Industry Award 2020

Vision and Values

Vision

The Shire of Ngaanyatjarraku – on a journey.

Goals

The Shire's Plan for the Future sets out the following three key themes with organisational objectives. Strategies and actions have been developed as part of the corporate business planning process for working toward the Shire's vision.

<p>Our People Looking after our people – our communities are healthy, happy and informed.</p>	<ul style="list-style-type: none"> • Support and facilitate community involvement and participation opportunities. • Advocate for adequate health and emergency services provision. • Ensure appropriate water supply for Warburton. • Ensure appropriate regulatory health and waste services provision with funding. • Support education opportunities and advocate for appropriate education services. • Advocate for adequate telecommunication infrastructure and services.
<p>Our Land Looking after our land – which we all depend upon to keep good for our children and grandchildren.</p>	<ul style="list-style-type: none"> • Help preserve, enhance and enjoy our land. • Support appropriate tourism and visitor attraction initiatives. • Effective management and planning of road infrastructure. • Maintain Shire owned buildings and facilities. • Appropriate service delivery. • Ensure good community facilities.
<p>Our Leadership Showing the way for our communities – doing the right things to look after our people and land.</p>	<ul style="list-style-type: none"> • Provide strategic leadership and good governance. • Advocate on behalf of our communities. • Maintain corporate governance, responsibility and accountability. • Provide a good place to work.

Position Purpose

The purpose of the Customer Services Officer is to provide exceptional front of house services as the initial point of contact at the Shire of Ngaanyatjarraku and the Warts Shop, located in Warburton.

The position is responsible for all reception duties at the Shire as well as providing administrative support and cashier duties to all external and internal customers.

Principal Responsibilities and Duties

Administrative Services:	<ol style="list-style-type: none"> 1. Provide administrative support as directed by the Administration Coordinator. 2. Open, sort, record and distribute all correspondence in accordance with Council's Records Management Plan. 3. Ensure that all records are properly maintained in accordance with the Shire's record keeping requirements.
Reception/Front of Office:	<ol style="list-style-type: none"> 4. Respond to customer enquiries both by telephone and at front reception. 5. Provide advice and process transactions in relation to Driver and Vehicle licensing as part of Department of Transport services. 6. Complete daily balancing and receipting of all monies coming into the Shire.
Cultural Centre/Warta Shop:	<ol style="list-style-type: none"> 7. Provide a courteous, comprehensive and efficient information service to visitors of the Centre. 8. Ensure the Centre is cleaned, maintained and presents well to visitors. 9. Process payments, including transactions over the phone and through the Warta Shop online. 10. Assist with other tourism related activities.
Organisational Compliance:	<ol style="list-style-type: none"> 11. Ensure that the compliance requirements of relevant Acts, Regulations and local laws are met in the delivery of services. 12. To comply with all relevant Work Health & Safety legislation and Council policies, procedures and practices. 13. Take reasonable care for your own health & safety and ensure that an act or omission that you do, does not adversely affect the health & safety of other persons. 14. Promote and model professional behaviour consistent with the Shire's Code of Conduct and stated organisational values.

Key Competencies

Knowledge, Skills and Qualifications	Essential	Desirable
Demonstrated working experience performing reception duties.	✓	
Experience with retail sales and handling cash.	✓	
Demonstrated ability to work within a team environment, participate in activities and support all team members.	✓	

Last review date: May 2024

Approved by: D Mosel, Chief Executive Officer

Highly developed telephone manner and a strong commitment to customer service in all regards.	✓	
Well developed computer literacy skills and demonstrate a comprehensive knowledge of Microsoft Office based software including Word, Excel and Outlook.	✓	
Experience working and living in a remote community, and willingness to travel alone.		✓
Developed administration skills.		✓
Ability to prioritise workloads, maintain flexibility and initiate and drive projects.		✓
Advanced customer service skills.	✓	
Well-developed office management skills, public relations and interpersonal skills, analytical and problem-solving skills.	✓	
Strong written and verbal communication skills and well-developed computer literacy skills particularly within a Microsoft Office environment.	✓	
Previous experience in an administrative position within Local Government or alternatively similar experience in the Commercial or Public Sectors with a demonstrated understanding of the working of Local Government.		✓
Experience with Synergy/IT Vision software.		✓
Other	Essential	Desirable
Ability to work autonomously with limited supervision.	✓	
Ability to obtain a National Police Clearance.	✓	
Current C Class Drivers Licence	✓	