

SHIRE OF WAROONA



APPLICATION PACKAGE

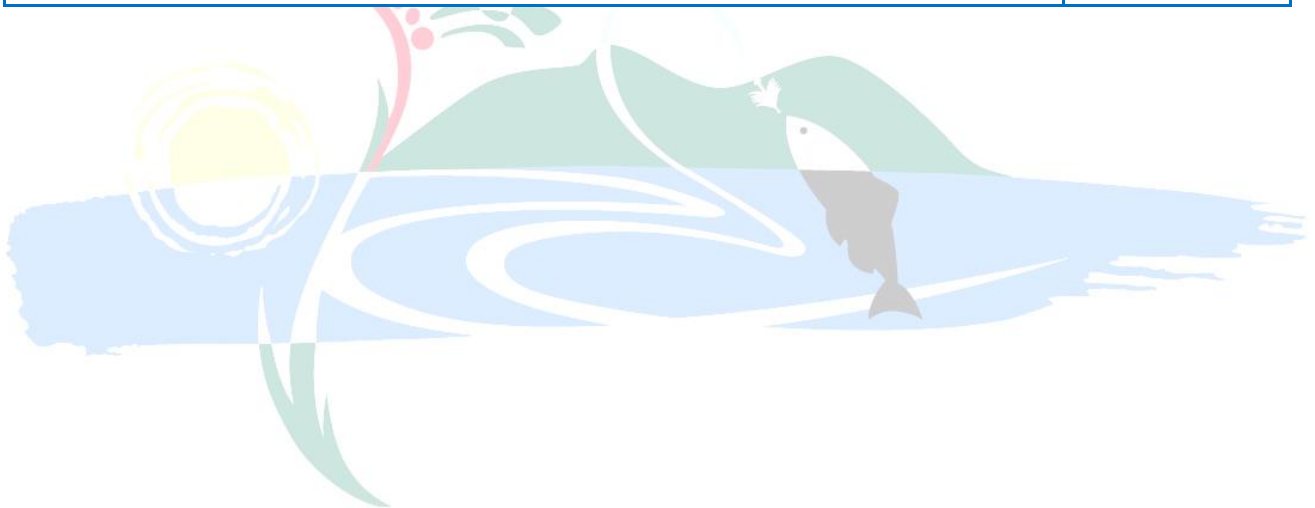


CUSTOMER SERVICE OFFICER



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ADVERTISEMENT**SHIRE OF WAROONA
CUSTOMER SERVICE OFFICER**

The Shire of Waroona is located in the Peel Region and offers residents an enviable small town country lifestyle not far from the major centres of Mandurah to the north and Bunbury to the south.

Work Type: Full Time

Applications Close: Friday 3rd May 2019

Level: Local Government Officers Award - Level 2

The Council is seeking a suitably experienced and motivated person to fill the position of Customer Service Officer.

The position will be full time position based at the Shire of Waroona Administration Office located in the town site of Waroona.

Responsibilities include front line customer service (both telephone and personal), general administration duties and cash handling. As considerable interaction with the general public is involved, the successful applicant will require sound communication skills, both written and verbal.

Salary and conditions will be in accordance with the Local Government Officers Award to be negotiated according to experience and qualifications.

To be considered for the position, applicants **must address the selection criteria** found in the application package which may be obtained by visiting Council's website www.waroona.wa.gov.au or by an email request to sfo@waroona.wa.gov.au.

For further information regarding this position, please contact Kirsty Ferraro, Senior Finance Officer on 9733 7800.

Applications should be clearly endorsed "Private and Confidential – Vacancy – Customer Service Officer" and close with the undersigned 4.00pm Friday 3rd May 2019.

IAN CURLEY
CHIEF EXECUTIVE OFFICER

GUIDELINES TO APPLYING FOR AN ADVERTISED POSITION

Please read this and all the Application Package information carefully.

Thank you for expressing interest in this position with the Shire of Waroona. It is the Council's intent to select the best possible applicant for this position and it wishes you all the best.

These guidelines have been developed to assist you in preparing your application and to enable you to plan for a possible selection interview.

The application package is available in alternative formats, upon request.

PREPARING YOUR APPLICATION

Your application should include the following documentation:

2.1 Application for Employment Form

Please complete the attached form (located after these guidelines) to the front of your application. Applications will not be accepted without a completed application form.

2.2 Covering Letter

The covering letter gives the opportunity to introduce yourself to the interview panel. You may wish to summarise your application and emphasise your strongest points and achievements. Please also include your anticipated commencement date if successful. Please address your letter to:

Confidential Application – Customer Service Officer

Mr Ian Curley
Chief Executive Officer
Shire of Waroona
PO Box 20
WAROONA WA 6215

2.3 Resume

Your resume should include:

- Your personal details;
- Your contact details;
- Work history (with your current position first);
- Periods of employment;
- Position(s) held with details of the duties;
- Details of academic qualifications;
- Details of three (3) referees including their contact information and relationship. At least one (1) referee should be nominated with respect to your current employment, if you would prefer not to do so, please mention this in your application; and
- Other relevant information including personal interests.

2.4 Selection Criteria

In order for you to be considered for short listing, you **must** address the selection criteria that is listed in the position description (please see under heading "Selection Criteria" further on in the application package).

Preparation of the statement addressing the selection criteria is the most important part of your application

Information addressing all the selection criteria should be presented in a structured format using each of the selection criteria as heading. Outline your relevant experience against each heading. Council only requires sufficient information to allow it to assess your skills, knowledge, experience and suitability for the position.

2.5 Presentation

Please provide your application information on A4 single sided paper and attached by an appropriate clip (**do not staple or bind**). Please also include copies of any material matter that you believe may be relevant to the application, interview or your appointment so that the Council can take that into considering in selecting the best applicant.

2.6 Submitting Applications

All applications may be submitted in any of the following ways:



Post

Applications must be posted in a securely sealed envelope and clearly addressed and endorsed to:

Private & Confidential – Vacancy – Customer Service Officer

Mr Ian Curley
Chief Executive Officer
Shire of Waroona
PO Box 20
WAROONA WA 6215



Hand

Applications must be handed in a securely sealed envelope and clearly addressed and endorsed to:

Private & Confidential – Vacancy – Customer Service Officer

Shire of Waroona
Administration Offices
52 Hesse Street
WAROONA WA 6215
Opening hours 9am to 4pm Monday to Friday.



Electronic Mail

By email to Kirsty Ferraro – sfo@waroona.wa.gov.au.

2.7 Closing Date

Vacant positions with the Shire of Waroona are advertised for a specific period and close at 4pm on the closing date in the advertisement.

Late applications will not be accepted.

2.8 Further Information

The Shire of Waroona's Senior Finance Officer (Kirsty Ferraro) is the nominated Council contacts for this position and can be contacted on 9733 7800.

Please visit the Shire website at www.waroona.wa.gov.au for general information about the Shire.

The Shire of Waroona is administered by a Council of eight (8) members inclusive of the President. The Shire of Waroona provides a smoke free environment.

Canvassing of Councillors will disqualify the applicant.

The Shire of Waroona is an Equal Employment Opportunity employer.



SHIRE OF WAROONA APPLICATION FOR EMPLOYMENT

PLEASE ATTACH THIS FORM TO THE FRONT OF YOUR APPLICATION

Vacancy Details			
Position Title:			
Personal Details			
Surname:		Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss	
Given Names:		Date of Birth:	
Residential Address:			
Suburb:		Postcode:	
Postal Address:			
Suburb:		Postcode:	
Email:			
Daytime Contact Number:		Mobile:	
Are you an Australian Citizen or permanent resident of Australia ? <input type="checkbox"/> Yes <input type="checkbox"/> No - or - Are you applying for permanent residence? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If no, please attach a copy of a Visa validating permission to work in Australia</i>			
Do you hold a current unrestricted West Australian Motor Vehicle Driver's Licence: <input type="checkbox"/> Yes <input type="checkbox"/> No Licence Class (circle) C / R / RE / LR / MR / HR / HC / MC			
Do you hold a current: <input type="checkbox"/> National Police Clearance <input type="checkbox"/> Working with Children Check OR <input type="checkbox"/> Willing to obtain clearance/s.			
Recruitment Source			
How did you first become aware of this vacancy?			
Shire of Waroona website <input type="checkbox"/>		Harvey/Waroona Reporter <input type="checkbox"/>	
Mandurah Mail <input type="checkbox"/>		Other (please specify) <input type="checkbox"/>	
Employment History (details must be completed)			
Refer to resume for complete details			
Period of Employment	Name of Employer	Position Held	Reason for Leaving
Employment Referees (details must be completed)			
Please provide details of at least two contactable work-related referees – i.e. Your present or most recent employer/supervisors.			
(Referee) Name:	Position Held	Company	Contact No:
How soon would be able to commence work?			
If currently employed, what is the minimum period of notice required?			

Declarations

The following declarations are NOT a barrier to being considered for employment but will assist us to take due care in assessing appropriate placement should you be the successful applicant.

Health	
To the best of your knowledge, do you have a medical condition that will preclude you from undertaking the duties of the position you have applied for?	
No	<input type="checkbox"/>
Yes	<input type="checkbox"/>
If "Yes" please provide details of condition	
Workers' Compensation Claim	
Have you ever made a workers' compensation claim?	
No	<input type="checkbox"/>
Yes	<input type="checkbox"/>
If "Yes" please describe claim details (eg. Year of injury, company worked for, period of time off work)	
Are any claims still current?	
No	<input type="checkbox"/>
Yes	<input type="checkbox"/>
Not Applicable	<input type="checkbox"/>
If "Yes" please provide details of current claims.	
Criminal Convictions	
Have you ever been convicted of any offence in court, or are you currently the subject of any charges pending or the subject of an investigation before a tribunal? (You do not need to give details of any conviction which you have had declared spent under the Spent Convictions Act 1988).	
No	<input type="checkbox"/>
Yes	<input type="checkbox"/>
If "Yes" please provide details	
Applicant Declaration	
I declare that all the above statements and attached supporting information are true in all respects. I acknowledge that any statement which is found to be false or deliberately misleading will make me, if employed, liable for dismissal.	
Signed _____	_____
Date	

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 whatever supporting material or information that you wish to back your Application, including explanation for any matter that you may believe could be construed as unfavourable. The important aspect is that the Council is made aware of all material matters that may affect your suitability for employment.

It is important that the Applicant nominates a minimum of at least one (1) referee, and their contact details, to support each recent senior position held, and outline their position or relationship to the Applicant. These people should be able to verify or support your claims.

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.

Academic Qualifications

Please supply details of all qualifications claimed including the Institution, Certificate Number and date of issue to allow verification.

GENERAL EMPLOYMENT CONDITIONS

Position	Customer Service Officer
Award	Local Government Officers' (WA) Interim Award 2011.
Annual Salary	Level 2 - \$41,214 to \$44,450
Annual Leave	Four (4) weeks paid annual leave each year + 17.5% leave loading.
Long Service Leave	In accordance with the Local Government (Long Service Leave) Regulations.
Other Leave	<p>The officer is entitled to:</p> <ul style="list-style-type: none"> a. Personal leave as set out in and in accordance with the Award. b. Public Service Holidays – two public service holidays per year in lieu of the day after New Year's day and Easter Tuesday. Public Service Holidays must be taken in the year that they are accrued or they are forfeited.
Probation	A probationary period of three (3) months will apply.
Pre-placement medical	Prior to appointment, the Officer will be required to undertake a medical examination with a Doctor of choice at Council's cost. The appointment to the position is not confirmed until a medical is completed and accepted in accordance with Council policy.
Police clearance	A police clearance will be required to be provided to Council prior to confirmation of appointment.
Payment of salary	Will be made fortnightly in arrears by direct debit deposit into an account nominated by the employee to a bank or financial institution by electronic funds transfer.

Superannuation	<p>The Council will contribute to the Local Government Superannuation Scheme and Occupational Superannuation. The total contribution is negotiable up to 15%. Any increase in the Occupational Superannuation percentage will not be automatically absorbed by the Council.</p> <p>Salary sacrificing of superannuation is available.</p>
Recreation Centre	<p>Free use of indoor pool & gymnasium in accordance with Council policy.</p>
Conferences / Training	<p>The Shire will pay the registration, accommodation and travel costs to allow the Customer Service Officer to attend training / conferences at its discretion.</p>
Uniform	<p>Council contribution of up to \$300 per annum for corporate uniform allowance.</p>

All other conditions of employment will be in accordance with the Local Government Officers (WA) Award and Shire of Waroona Council Policies.



SELECTION CRITERIA**SELECTION CRITERIA – CUSTOMER SERVICE OFFICER**

Essential:	<ol style="list-style-type: none">1. Developed customer service skills.2. Sound verbal and written communication skills.3. Basic time management and organisational skills.4. Developed typing and keyboard skills.5. Experience in the use of Microsoft Excel, Microsoft Word and Microsoft Outlook.6. At least one year's experience in an administrative position involving customer service.7. Hold a "C" class driver's license.
Desirable:	<ol style="list-style-type: none">1. Knowledge of Local Government structures and functions.2. Basic knowledge of accounting, in particular Debtors and Creditors control.3. Experience in the use of internal record keeping procedures.

Please Note: The selection criteria is also included in the position description.

POSITION DESCRIPTION

SHIRE OF WAROONA POSITION DESCRIPTION CUSTOMER SERVICE OFFICER



POSITION IDENTIFICATION

Title:	Customer Service Officer	Level:	Level 2
Service Unit:	Corporate Services	Award:	Local Government Officers Award
Directorate:	Corporate Services	Date Effective:	12 th April 2019
Reporting to:	Manager Corporate Services	Last Reviewed:	12 th April 2019
Job Status:	Full Time	RDO:	19 day month.

POSITION OBJECTIVES

- Provision of first class administration and customer service to the Shire of Waroona's ratepayers, customers and staff members.
- Provide first in line customer service to the administration function of the Shire of Waroona.
- Provide backup secretarial support to the administration function of the Council, particularly that of the Deputy Chief Executive Officer and Manager Corporate Services.

REQUIREMENTS OF THE POSITION

Skills:

- Developed keyboard and typing skills.
- Developed numeracy skills.
- Developed time management and organisational skills.
- Sound communication skills, both written and verbal.
- Developing public relation skills.
- Ability to work as part of a small team.

Knowledge:

- Developed knowledge of the English language including spelling, grammar and vocabulary.
- Developed knowledge of Microsoft Office Products, especially Word and Outlook.
- Working knowledge of the local area.
- Developing knowledge of Council's organisational structures and function.

Experience:

- At least one year's experience in an administration position.

Qualifications and/or Training:

- No formal qualifications required.
- Completion of Year 10 Certificate with English, Typing or Computer Studies and Maths.
- Commenced or prepared to commence Certificate in Business Studies (or equivalent).
- Hold a current "C" class motor driver's license.

SUMMARY OF KEY DUTIES AND RESPONSIBILITIES

- First in line with reference to counter enquiries, cash receipting and telephone, including the taking of hall bookings and appropriate referrals to other officers including advice on lodging of building applications and planning applications.
- Process incoming mail, including the collection from the post office, opening and distribution
- Conduct end of day front counter register reconciliation including the compiling of the daily banking and presentation to the bank
- Assist when required with the preparation of Council Agenda/Minutes including word processing, photocopying, collating and distribution.
- Provide back-up administrative support to the Manager Corporate Services and the Deputy Chief Executive Officer including typing of correspondence.
- Full responsibility in regards to ensuring the correct forms are filled out for hall bookings and the issuing of permits to consume liquor and payments of fees and bonds etc including sending of confirmation letters.
- Assist with the maintenance of the Councils website on a regular basis.
- Arrange for display of Australian and Waroona Flags in accordance with flag protocol.
- Assist the Community Development Officer to organise and coordinate Council functions including the Annual Christmas Party, Emergency Services Function, Meritorious Community Service Awards, Sea to Art and other events that may arise.
- Liaise with staff to ensure that telephone "Messages on hold" is updated on a quarterly basis.
- Maintain Customer Service Charter on a regular basis including the update of office staff and contacts.
- Responsible for upkeep of "Tender" and "Written Quotations" register.
- Maintain handouts in front drawer, ensuring they are up to date in providing current information and ensure drawer has sufficient number of handouts.
- Maintain key register on a regular basis including following up of outstanding keys.
- Prepare on a monthly basis the Shires "Sea to Scarp" newsletter, attending to deadlines and preparing Shire news.
- Maintain stationery cabinet in a neat and tidy manner and ensure that stationery stock requirements are kept up to date.
- Peruse all newspaper advertisements. Take copies of those relevant to the Council and place in relevant advertising book and/or file.
- Prepare Council Chambers for meetings as required.
- Prepare on a weekly basis reports of bin requests to contract waste collector.
- Maintain the storeroom and stock items in a neat and tidy manner.
- Check public notice boards (office) on a regular basis and remove any out of date or irrelevant information.
- Maintain kitchen stock.
- Maintain front counter and reception area in a neat and tidy manner.

SUMMARY OF KEY DUTIES AND RESPONSIBILITIES

- Monthly update and reconciliation of photocopier usage.
- Prepare purchase order requests for external staff as required.
- Assist Council Ranger with documentation preparation as required.
- Prepare a weekly Information Bulletin.
- Process Building, Health and Planning applications.
- Ensure that all documents relating to the position are managed in accordance with the Councils record keeping policy.
- Assist the Records Officer when required with Records Management including recording of documents and filing.
- Creditors and Infringement module back-up when required.
- Any other duties as directed consistent with the level of this position.

ORGANISATIONAL RELATIONSHIPS

Responsible for: Not applicable.

Responsible to: Manager Corporate Services.

Internal Relationships: All Shire of Waroona employees and Elected Members.

External Relationships: General public, private sector stakeholders, guests and visitors.

ORGANISATIONAL STRUCTURE

Chief Executive Officer

Deputy Chief Executive Officer

Manager Corporate Services

Customer Service Officer

POSITION DIMENSIONS

Work Location: Shire of Waroona Administration Office, 52 Hesse St, Waroona

Delegated Authority: As defined by the Chief Executive Officer

Driving Requirements: C (Car) or CA (Car Automatic) class motor vehicle licence (preferable).

EXTENT OF AUTHORITY

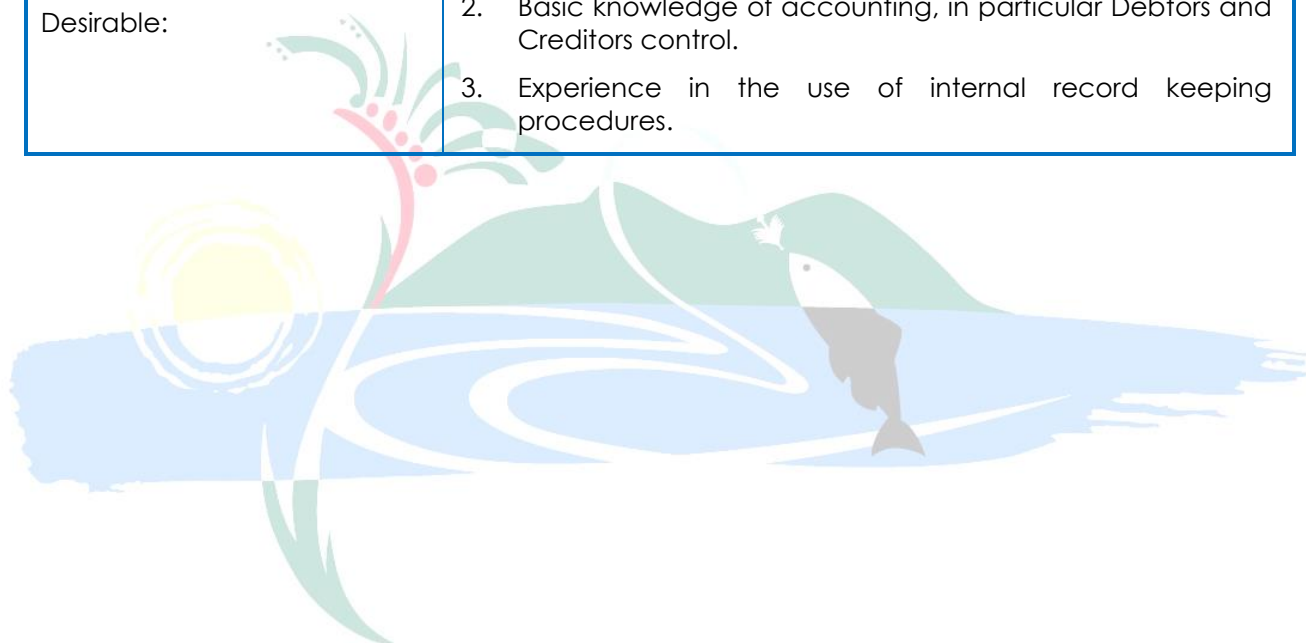
This position operates under direction and regular supervision of the Manager Corporate Services and Deputy Chief Executive Officer within established guidelines, procedures and policies of Council, as well as statutory provisions of the Local Government Act 1995 and other legislation.

CORPORATE ACCOUNTABILITIES

- All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows proper concern for the public interest.
- Comply with Council's Code of Conduct, management directives and approved policies and procedures.
- Avoid participation in any activities that may represent a conflict of interest with Council transactions and your obligations.
- Maintain obligations described within the Shire of Waroona's Customer Service Charter.
- Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all intellectual property rights in all documents, materials or other things created or contributed to by the employee (whether alone or with others) in the course of their employment.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Deliver effective use of Shire resources within the level of accountability for this position.
- Ensure your own safety and health at work by undertaking your work duties in a safe and proficient manner. Exercise your duty of care by having thought and regard for others by ensuring that you avoid adversely affecting, the safety or health of any other individual through any of your acts or omissions at work as per Council's OSH policies and the Occupational Safety and Health Act 1984 s20.
- Employees shall cooperate with the Shire of Waroona in the carrying out of the obligations imposed on the Shire under the Occupational Safety and Health Act 1984 s19.

SELECTION CRITERIA – CUSTOMER SERVICE OFFICER

Essential:	<ol style="list-style-type: none">1. Developed customer service skills.2. Sound verbal and written communication skills.3. Basic time management and organisational skills.4. Developed typing and keyboard skills.5. Experience in the use of Microsoft Excel, Microsoft Word and Microsoft Outlook.6. At least one year's experience in an administrative position involving customer service.7. Hold a "C" class driver's license.
Desirable:	<ol style="list-style-type: none">1. Knowledge of Local Government structures and functions.2. Basic knowledge of accounting, in particular Debtors and Creditors control.3. Experience in the use of internal record keeping procedures.



PHYSICAL DEMANDS CRITERIA	
Standing:	Infrequent standing is required throughout the day.
Sitting:	Required to be in a sedentary position for lengthy periods of time, in a semi-static position during the performance of desk/office and keyboard duties.
Walking:	Regular limited walking within the Main Administration Building.
Bending or Stooping:	Infrequent bending or stooping is required whilst performing normal duties, for example when using filing systems.
Lifting:	Lifting of small to medium items of office equipment and stationery. Heavy lifting maybe required but not on a regular basis.
Reaching:	Only infrequent reaching is required.
Arm and Hand Movement:	Must have full dexterity of both hands and full arm movements, to enable repetitive use of office equipment and the handling of all work-related items.
Neck Flexion and Rotation:	Frequent spinal rotation is utilized during daily duties.
Eyesight:	Good vision is required.
Hearing:	Have a good level of hearing capability, to ensure effective communication at meetings etc.
Psychological Factor:	Ability to work independently, whilst maintaining good observation and concentration skills.
Literacy Skills:	Must be able to read and understand work procedures and safety instructions. In addition literacy skills will be required for some project planning and reporting requirements.

AREAS OF POTENTIAL HAZARD AND RISK

- Personal injury;
- Employee and public interaction; and
- Public safety.

The employer provides all personal protective clothing and equipment which is required to use and wear where applicable.

POSITION & INCUMBENT DETAILS

Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position. The original of all updated PD's must be returned to the Senior Finance Officer for filing on personnel files.

Present Occupant:

Date Appointed:

Supervisor:

STAFF INDUCTION RECORDS

INDUCTION	INCUMBENT	SUPERVISOR	DATE
Workplace duties and responsibilities			
Workplace safety induction			
Workplace emergency evacuation induction			

CHECKLIST

Prior to submitting your application, please check that you have everything detailed on the below checklist.

- ☐ Application for Employment form;
- ☐ Covering Letter;
- ☐ Resume;
- ☐ Selection Criteria answered;
- ☐ Copies (not originals) of supporting documentation eg. qualifications, driver's license, police clearance;
- ☐ The application has been photocopied for personal reference;
- ☐ If applying for more than one (1) position, enclose separate applications for each position; and
- ☐ I have checked that I am aware of the closing date and time.

We hope you find these guidelines useful and thank you again for your interest.

