

Shire of Shark Bay

POSITION DESCRIPTION

- 1 TITLE** CUSTOMER SERVICE OFFICER
- 2 LEVEL** 5 -1 Local Government Industry Award 2020
- 3 DEPARTMENT/SECTION** FINANCE AND ADMINISTRATION
- 4 POSITION OBJECTIVES**
 - 4.1 Objectives of Position**
 - Provide customer service for the Shire of Shark Bay in the areas of Cashiering, Reception, Library Services.
 - Assist with other office functions as required.
- 5 REQUIREMENTS/SELECTION CRITERIA**
 - 5.1 Developed verbal and written communication skills with a high level of attention to detail, accuracy and confidentiality.
 - 5.2 Demonstrated experience in the areas of time management, working autonomously and within a team, organisational, initiative, problem solving, interpersonal, public relations and conflict management skills.
 - 5.3 Developed numeracy and cash handling skills.
 - 5.4 Understanding of general office administrative procedures and equipment.
 - 5.5 Developed computer and keyboard skills including working knowledge of Microsoft applications (Excel and Word).
 - 5.6 Demonstrated experience in a customer service role and use of computerised accounting packages.
 - 5.7 Hold a current "C" class driver's license.
 - 5.8 Hold a current National (or Federal) Police Certificate. Cost to be reimbursed by the Shire of Shark Bay on appointment.
- 6 KEY DUTIES/RESPONSIBILITIES**
 - 6.1 Cashier/Reception**
 - Provide a high level of service in response to all customer enquiries.
 - Receipt payments received.
 - Answer or redirect customer requests/enquiries.
 - Maintain control of switchboard and telephone enquiries.

6.2 Library

- Maintain library stocks and controls including book exchanges.
- Complete any necessary statutory library returns.
- Maintain library records.
- Provide advice for library users.
- Acts as the library complaints and requests officer.

6.3 General

- Daily mail duties registering any incoming cheques/monies received from the mail and process outgoing mail.
- Process travel and accommodation bookings.
- Order stationery and cleaning stock as required.
- Maintenance of website to ensure it is up to date.
- Process and monitor the hire of Shire of facilities.
- Check facilities after use for misuse and recommend improvements to facilities.
- Any other duties which are within the employee skills and ability as directed by the Manager Finance and Administration and the Chief Executive Officer.

7 ORGANISATIONAL RELATIONSHIPS

7.1	Responsible to	Manager Finance and Administration Chief Executive Officer
7.2	Supervision of	Nil
7.3	Internal and External Liaison	
	Internal	All Council Staff
	External	General Public Ratepayers and Electors Relevant Government Departments Councillors

8 EXTENT OF AUTHORITY

- Work within confines of standards and procedures, under the supervision of the Manager – Finance and Administration and the Chief Executive Officer.