



POSITION DESCRIPTION

Position Title	Customer Services Officer
Department	Corporate Services
Position Status	Casual Fixed Term Contract
Award	Local Government Officers Award
Classification	Level 3.1
Reports To	Executive Manager Corporate Services
Delegations and Authority	As per Council's Delegation of Authority Register and within established guidelines, procedures and policies of Council.

OBJECTIVES OF POSITION

- First point of contact for enquiries at Shire of Narembreen

KEY DUTIES AND RESPONSIBILITIES

Customer Service

- First point of contact for all customer enquiries, including taking messages, providing local information, and forwarding customers to relevant staff
- Undertake accounts payment functions including receiving, allocation, entering and payment of invoices on a regular basis
- Document control in accordance with Council's Recordkeeping Plan
- Process Animal Registrations
- Process Building and Planning applications
- Arrange catering for Council Meetings and Functions
- Filing of Council records, correspondence etc in accordance with Council's Recordkeeping Plan
- Perform any other duties commensurate with this position as directed by the CEO or EMCS

Bookings

- Requests for regular, casual use of Shire facilities including caravan park are recorded and processed including preparing invoices and monthly accounts, issuing receipts, processing bonds and reconciling monthly statements.

REQUIREMENTS

Skills:

- Developed computer literacy (keyboard and file management)
- Excellent interpersonal and communication skills
- Ability to convey a positive and professional image of the Shire of Narembeen
- Ability to be self-directed, flexible, and work under minimal supervision
- Ability to meet deadlines and work under pressure

Knowledge:

- Knowledge of local area and community

WORKPLACE SAFETY AND HEALTH

The following are your responsibilities to ensure that a safe and healthy work environment is maintained:

- Undertake duties with compliance to WHS Act, WorkCover Code of Practice and Shire's Policies and Procedures
- Working safely at all times to protect your own health and safety, and the health and safety of everyone with who you work, and any other person at the worksite
- Actively participate in risk assessments to ensure high risk activities are identified and controlled. Suggest improvements where required
- Identify and report workplace hazards and follow all reasonable directions from supervisors with regard to safety
- Use personal protective equipment as directed by the employer

EQUAL EMPLOYMENT OPPORTUNITY

The following are your responsibilities to ensure that an equal employment opportunity environment is maintained:

- Treat all work colleagues equally, in a non-discriminatory manner and with consideration and respect in accordance with the Code of Conduct
- Undertake equal employment opportunity training provided by Shire of Narembeen

ACKNOWLEDGEMENT

I hereby agree to abide by all Council's corporate requirements including policies and procedures and acknowledge that this position description outlines the overall responsibilities and duties that are to be carried out as part of this role of which I agree to perform to the best of my ability.

Signature of Employee	
Name	
Date	

Position Description Review

Tamara Clarkson, Executive Manager Corporate Services