



## **SHIRE OF PERENJORI POSITION DESCRIPTION**

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### **1. TITLE: CUSTOMER SERVICE OFFICER**

#### **1.1 Hours of Duty:**

- 38 hours per week

### **2. POSITION OBJECTIVES**

Provide a high level of customer service to the public, Council and its departments by:

- Delivering excellence in customer service to all internal and external customers.
- Applying documented processes and procedures to deliver consistent standards of high-quality service across all Council services.
- Utilising technology, internal systems and the Shire website to assist customers in finding information and downloading forms.

### **3. KEY RESPONSIBILITIES AND DUTIES**

#### **Customer Experience**

- Respond to and resolve as many written, counter and phone enquiries as possible at first point without the need to refer the enquiries to other staff.
- Maintain an excellent knowledge of Council operations, and proficient use of Council systems such as Synergy, Records Manager, Library Information Systems, Website and social media.
- Provide consistent, quality and efficient customer service to all customers using standard operating procedures and internal information systems.
- Assist and direct general public enquiries and provide information, documents and statutory forms, and assist with on-line payments.
- Maintain a professional and positive welcoming image and promote the Council as a customer focused organisation by actively demonstrating a culture of excellence and innovative customer service.
- Assist in promoting the highest level of communication and co-operation throughout the organisation.

#### **Functional Responsibilities**

- Process all incoming customer transactions and enquiries received by phone, in person, mail, hard copy and electronically in accordance with procedures, and where appropriate logging service requests via Council's Work Request System.

- Handle all formal customer complaints in accordance with Complaints Handling Procedure.
- Receipt all monies collected, maintain cash security, prepare cash reconciliations and bank all revenue in accordance with prescribed procedures and statutory requirements.
- Receive and handle all bookings for Council buildings in accordance with prescribed procedures.
- Co-operate with other staff to ensure that the workflow is carried out harmoniously and expeditiously.
- Maintain a digital first approach to internal and external service delivery, while meeting hard copy records management and archiving requirements in accordance with documented policies and procedures.
- Maintain a general knowledge of the functions of other areas of Council, and local key events.
- Undertake other customer related and administrative duties as may be required from time to time.
- Undertake Department of Transport Agency activities.

#### Occupational Health and Safety

- Follow safe work practices, procedures, instructions and rules at all times.
- Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public.
- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety.
- Ensure compliance with the provisions of the Occupational Health and Safety Act and Regulations at all times.

#### Other Duties

- Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Shire of Perenjori Enterprise Agreement.