



# POSITION DESCRIPTION

**Customer Service / Administration Officer**  
(Lancelin Office - Casual)

**December 2024**

# Position Description

## Customer Service / Administration Officer – Lancelin (Casual)

<b>POSITION</b>	Customer Service / Administration Officer	<b>DIVISION</b>	Corporate & Community Services
<b>AWARD</b>	Local Government Industry Award (IA) 2020	<b>BAND</b>	Band 4

### POSITION SUMMARY

This role serves as the primary point of contact for customers, delivering exceptional customer service by effectively addressing inquiries related to the Shire's administrative functions. It involves identifying and executing administrative procedures to resolve customer queries, coordinating with colleagues on customer service tasks, and providing Library Services.

Additionally, the role ensures accurate processing and recording of payments made to the Shire and supports the Corporate Services department by assisting with service delivery under the direction of the Manager Corporate Services and Coordinator Financial Planning & Reporting.

### VALUES STATEMENT

The Shire of Gingin's corporate values are to be guided and informed by our belief in and commitment to **TRACK:**

- Teamwork** - Working in collaboration to achieve our goals.
- Respect** - Working together with honesty and empathy towards others.
- Accountability** - Taking ownership and responsibility in what we do.
- Commitment** - Be professional and diligent in what we do.
- Knowledge** - Be skilled and innovative in what we do and continue to learn.

### CORPORATE ACCOUNTABILITY

- Comply with the Shire's Code of Conduct, management directives, and approved policies and procedures.
- Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- Display and promote activities that will positively influence team culture and business performance.
- Deliver effective use of the Shire's resources within the levels of accountability.
- Ensure that all aspects of service delivery align with and progresses the Shire's Strategic Community Plan, Corporate Business Plan and service delivery plans.
- Services are managed in-line with the Shire's Customer Service Charter and in an efficient manner.

### REQUIREMENTS OF THE POSITION

**\*Key Selection Criteria** – in a separate document please outline your ability to meet the requirements of each item in the 3 tables below as part of your application for this position.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
Year 12 education levels in English and Mathematics.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Current National Police Clearance (under 3 months).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Current “C” Class Driver’s Licence.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

EXPERIENCE & KNOWLEDGE	ESSENTIAL	DESIRABLE
At least two (2) years’ experience in a customer service and/or administration position.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of computer systems and software operations, particularly Microsoft Word, Excel and Outlook.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Knowledge of the structure and functions of Local Government.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

SKILLS & ATTRIBUTES	ESSENTIAL	DESIRABLE
Ability to work cohesively, efficiently, and effectively in a team environment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Well-developed numeracy and literary skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent interpersonal and communication skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ability to work independently with limited supervision to carry out tasks thoroughly and accurately.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Developed time and personal management skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### KEY DUTIES

As directed by the Executive Manager Corporate & Community Services and Manager Corporate Services or designate, this position will:

#### Customer Service Support – Routine (Daily)

##### Cash Handling and Deposits:

- Process all monetary transactions received in-person and by mail (if applicable), reconcile the daily cash register with issued receipts, and prepare bank deposits.
- Attend local bank branch and deposit cash and cheques.

##### Customer Enquiry Response:

- Promptly address all telephone and counter inquiries from customers.
- Undertake Library Services functions and respond to customers in a courteous and efficient manner, using initiative to resolve requests and enquiries.

##### Library Services

- Assist in the provision of all aspects of the library circulation service.
- Maintain membership and item information on the automated library system.
- Maintain library shelf order and physical appearance of library daily.
- Assist library customers with reference and general enquiries and instruct in the use of library technology.
- Process library stock and assist with collection maintenance.
- Carry out Rhymetime sessions
- Prepare and direct inter-library loan requests.
- Conducts biannual library stocktaking function.

##### Other

- Collect supplies for the Lancelin Administration Office.
- Process dog and cat registrations as authorised.
- Draft and prepare general correspondence.
- Recording and filing of correspondence.
- Maintain appropriate daily / monthly statistics

#### Administrative Support - On Demand (as required)

##### Other

- Provide administrative support to other staff, when required.
- Assist Community Development Team in ensuring the community has access to information, resources, programs and events.
- Perform additional duties as requested, within the defined scope of responsibilities, and aligned with skills, knowledge, and experience.
- Engage in training and development programs as required.
- Actively contribute to the ongoing development, adherence, and promotion of professional customer service standards.
- Demonstrate behaviours consistent with the Shire of Gingin's values.
- Adhere to all relevant legislation, regulations, and standards.
- Any other duties relevant to assisting the Corporate and Community Services Department to meet their objectives on an "as needed" basis and any other tasks as directed by the Executive Manager Corporate & Community Services and Manager Corporate Services.

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### WORK HEALTH and SAFETY

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure own safety and health and that of others, and to abide by the duty of care provided for in the legislation.
- Report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

### EXTENT OF AUTHORITY

This position operates under the general direction of the Executive Manager Corporate and Community Services within established guidelines, procedures and policies of Council, as well as statutory provisions of the various Acts and other legislation.

### ORGANISATIONAL RELATIONSHIPS

#### Responsible to:

- Executive Manager Corporate & Community Services
- Manager Corporate Services
- Coordinator Financial Planning & Reporting

Number of Staff Positions Supervised Directly: **0**

Number of Staff Positions Supervised Indirectly: **0**

INTERNAL	EXTERNAL
Chief Executive Officer	Contractors
Executive Managers	Ratepayers
Other Shire Employees	Members of the Public
Elected Members	State and Federal Government Departments

### POSITION ACKNOWLEDGEMENT & ACCEPTANCE

The details contained in this document are an accurate statement of the position’s responsibilities and requirements.

Employee Name: \_\_\_\_\_  
(BLOCK LETTERS)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Scott Wildgoose**  
**CHIEF EXECUTIVE OFFICER**



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