



SHIRE OF  
**HARVEY**

### Team work

We are a united team who works together towards a common goal.

### Integrity

We are empowered and accountable when making decisions.

### Excellence

We are committed to an exceptional customer experience.

### Leadership

We are adaptable and responsive in our leadership.

### Respect

We are respectful of our history and work together to build our future.

## Customer Service Officer

### Our vision

Together, towards an even better lifestyle.

### 1. Position details

Directorate:	Corporate Services	Level: 3 to 4
Reports to:	Coordinator Rates and Customer Service	
Supervision of:	Nil	
Significant Working Relationships:	Manager Finance Community, business and agency stakeholders Directorate team members Key internal stakeholders	

### 2. Position summary

Provide professional, efficient and high quality customer service to ratepayers and customers of the Shire of Harvey.

### 3. Community strategic objectives



## 4. Our values

**Teamwork** - We are a united team who works together towards a common goal.

**Integrity** - We are empowered and accountable when making decisions.

**Leadership** - We are adaptable and responsive in our leadership.

**Excellence** - We are committed to an exceptional customer experience.

**Respect** - We are respectful of our history and work together to build our future.

## 5. Key duties and responsibilities

Key functions	Specific duties
Customer Service	<ul style="list-style-type: none"> <li>• Provide consistent, quality and efficient customer service to all customers.</li> <li>• Assist and direct general public enquiries and provide information, documents and statutory forms.</li> <li>• Collect, receipt and reconcile monies.</li> <li>• Assist in reception duties when required.</li> </ul>
Licensing Services	<ul style="list-style-type: none"> <li>• Fulfil legal responsibilities as an accredited Department of Transport Trelis user.</li> <li>• Undertake point of service problem solving, sensitive customer enquiries and apply discretion in all circumstances.</li> <li>• Liaise with Department of Transport for scheduling of Practical Driving Assessments, Computer Theory Tests and Hazard Perception Tests.</li> </ul>
Functional	<ul style="list-style-type: none"> <li>• Produce renewals and maintain animal register.</li> <li>• Maintain and Reconcile petty cash.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Reasonable duties commensurate with classification level.</li> <li>• National Crime Check.</li> <li>• Current "C" Class Drivers Licence.</li> </ul>
Organisational	<ul style="list-style-type: none"> <li>• Work in accordance with the Shire's Work Health and Safety and risk management principles.</li> <li>• Work in accordance with the Shire's defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles.</li> <li>• Create and capture records of work activities in line with policies and procedures.</li> <li>• Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous</li> </ul>

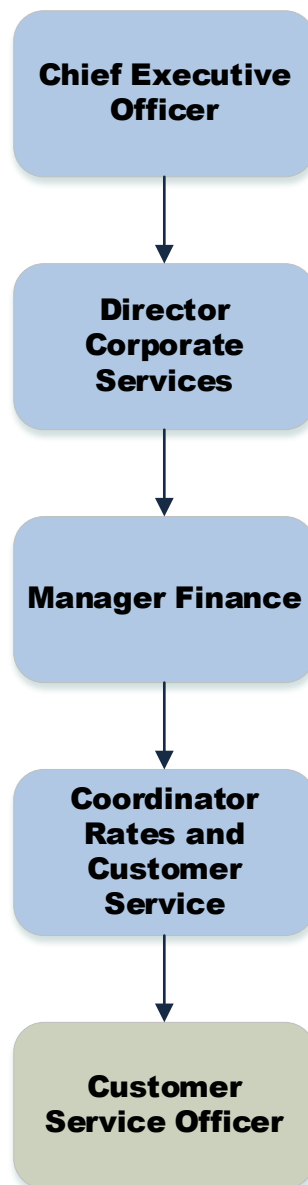
improvement and self-development and participate in annual performance appraisal.

- Adhere to the Shire's Code of Conduct, policies and management practices as amended from time to time.
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

## 6. Extent of authority

The position operates under the general direction of the Coordinator Rates and Customer Service and Manager Finance within established guidelines, procedures and policies of Council, as well as those rights and responsibilities bestowed on the position by the *Local Government Act 1995*.

## 7. Your team



## 8. Position selection criteria

### Essential

1. Qualifications up to Certificate IV or current previous experience and training in a similar role.
2. Demonstrated verbal and written skills and ability to follow instructions, procedures and policies as they apply to the position.
3. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
4. Ability to work as an effective team member and solve problems and conflict with others.
5. High level of organisational skills to consistently approach workload in a proactive manner to ensure timelines and standards are met.

### Desirable

1. Experience in working with "SynergySoft" computer software.
2. Experience in working with "Trelis" - Department of Transport system.
3. Apply sound judgement and make good decisions.
4. Provide specialist advice within the team.