



SHIRE OF GOOMALLING POSITION DESCRIPTION CUSTOMER SERVICE OFFICER

Position Title:	CUSTOMER SERVICE OFFICER
Name:	
Department:	Administration
Award:	Local Government Officers (Western Australia) Interim Award 2011
Position Classification Level:	Negotiable depending on qualifications and experience.
Reports To:	Customer Service Supervisor (Deputy CEO)
Liaises With :	Internal – All office staff but particularly Deputy CEO and CEO; and some outside staff External – Residents and community members.
Last reviewed:	10/07/2025
Position Summary and Objectives	Delivering customer service and other administrative functions of the Council.
Hours	76 hours per fortnight
Duties and responsibilities:	<ul style="list-style-type: none"> • Receive phone calls in a courteous helpful manner, identify callers' needs and refer to appropriate personnel • Attend to customers' needs in a prompt, pleasant and courteous manner • Take messages accurately. • Process incoming and outgoing mail • Complete bank deposits, make authorised petty cash reimbursements • Training will be provided in all aspects of customer service. • Training and Development to actively participate in ongoing training and self-development to achieve continuous improvement for yourself and the Council including the completion of the Certificate III in Local Government (LGA30120) • Municipal account receipting and any other associated duties • Operate photocopiers and other office equipment • Undertake duties as required and instructed by the DCEO, CEO and Supervisor. • Stationery and supply stocktake and ordering supplies as required • Undertake mail collection, banking and other duties around town as required



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	<p>Work Health and Safety and Risk Management</p> <ul style="list-style-type: none"> • Assist in the operation of the Shire's Work Health and Safety Plan to ensure the safety and health of all staff. • Perform work in a safe and healthy manner and abide by all Shire and legislative safe work procedures, instructions and Injury and Safety Management Practices. • Work with care for your own safety and health and that of others • Participate in WHS training and attends WHS meetings • Use equipment properly and report any faults/damage • Report hazard and incidents to your Supervisor/Manager <p>Local emergency</p> <ul style="list-style-type: none"> • Local governments are responsible for local emergency management, Council staff may be called to assist for coordination and administration of the emergency, including evacuation centres and recovery. <p>Behaviour and conduct:</p> <ul style="list-style-type: none"> • Perform duties efficiently, responsibly and ethically and in accordance with the Shire's Code of Conduct. • Contribute positively to the team and support the team's efforts • Actively participate in the Risk Management program, Organisational Performance Review and Evaluation Program. • Treat all public in a respectful and courteous manner with any grievances recorded and reported to the DCEO, CEO or Works Manager. <p>Other Duties:</p> <ul style="list-style-type: none"> • Set up in the morning and pack up in the evening according to the current procedure. • Carry out any general cleaning and organisational duties that are required
<p>Level of Authority:</p>	<ul style="list-style-type: none"> • Generally NIL authority. • Responsible to the DCEO and CEO.



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<p>Required Skills and Attributes to perform this role:</p>	<p>General</p> <ul style="list-style-type: none"> • Demonstrate receptiveness to advice of supervisors and others • Work harmoniously with others • 'Plan your work – work your plan'. Plan and use time effectively <p>Experience and Knowledge</p> <p>Essential</p> <ul style="list-style-type: none"> • Ability to work cohesively, efficiently and effectively in a team environment • Effective oral and written communication and interpersonal skills • Time management and organisational skills • Relay clear, concise accurate messages. • Ability to create and edit basic documents in Microsoft Word, Excel and Publisher • Understand and carry out security precautions when handling money • Demonstrate an understanding of the basic safety rules • Interpret maps, charts and tables used in the role • Display knowledge of general workplace terminology <p>Desirable Skills</p> <ul style="list-style-type: none"> • Basic knowledge of Local Government operation and general procedures • Ability to work unsupervised • First Aid and Resuscitation qualification
<p>Acknowledgement and Agreement:</p>	<p>Incumbent Name: _____</p> <p>Incumbent Signature: _____ Date: _____</p>
	<p>Manager Name: _____</p> <p>Manager Signature: _____ Date: _____</p>