

Position Description

Position Information			
Job Title	Customer Service Officer - Infrastructure	Classification	LGO (EB) Level 3
Directorate	Infrastructure Services	Service	Design Services
Status	Part-time	Contracted Hours	35 hours per week
Reports to	Manager Design Services	Location	Administration Centre
Incumbent	Vacant	Date Appointed To Position	
Key Focus of the Team		Key Focus of this Position	
To provide and maintain infrastructure assets and services in an environmental sensitive and economical manner for the benefit and enjoyment of the community.		Provide professional customer service to internal and external customers. Support the administration duties within the Design and Building Assets teams as required.	
Our Vision			
A sense of space, a sense of place.			
Our Values			
Shire of Mundaring takes pride in providing a workplace of choice where all employees demonstrate behaviour consistent with our values.			
<p>Respect – Taking care of yourself and others whilst honouring and supporting diversity of skills, backgrounds and perspectives.</p>		<p>Excellence in Customer Service – Total commitment to informing, educating, consulting and responding to customer needs in a respectful and professional way.</p>	
<p>Integrity – Being who you say you are, telling the truth and being consistent and reliable.</p>		<p>Innovation – A willingness to seek ideas, share knowledge and remain flexible to new ways of doing things. It also means taking risks, making mistakes and creating time to reflect on issues to allow new solutions to surface.</p>	
<p>Team Spirit – Helping others, regularly sharing thoughts and knowledge, celebrating milestones, having fun and working towards a common goal.</p>		<p>Continuous Improvement – A continual openness to learning, sharing, reflecting, challenging and improving the ways things are done.</p>	

Position Outcomes – Key Duties and Responsibilities

1. Service Delivery

- Outcome: All contact with customers is done in a professional and courteous manner in accordance with established customer service procedures.
- Outcome: Requests for service are promptly entered into the corporate Customer Action Request System (CARS).
- Outcome: The statuses of requests are regularly monitored, CARS fields updated and customers contacted of progress, ensuring excellent customer service.
- Outcome: The Design Services area is kept in a safe and tidy condition and the service noticeboard is maintained.
- Outcome: A range of Administrative tasks and support is provided to Infrastructure Services Directorate in a timely manner.

2. Governance

- Outcome: Decision-making, action and behaviour is ethical, responsible, transparent and in accordance with legislation, policy, procedures, and service standards, and within limits of authority (delegation/authorisation).

3. People and Management

- Outcome: A positive team spirit is fostered between Shire services in accordance with the Shire's Organisational Values.

4. Statutory Responsibilities

- Outcome: A safe workplace is maintained in accordance with legislative requirements and Shire policies, procedures, practices and plans.
- Outcome: Risks are identified, assessed and treated to minimise any adverse effects on our business, our people and our community and to maximise risk opportunity.
- Outcome: The Shire's Access and Inclusion Plan is understood, actively supported and implemented in the context of the role.
- Outcome: Records are managed in accordance with the *State Records Act 2000* and Shire policies, procedures and practices.
- Outcome: Assistance is provided in supporting emergency management and recovery activities following an emergency affecting the community.

5. Strategic

- Outcome: Individual work plan contributes to service and corporate priorities.

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Position Requirements		
Skills and Abilities	Essential	Desirable
• Developed ability to liaise with internal and external customers at all levels in an informative and positive manner (including difficult customers).	✓	
• Developed ability to prioritise and work in a timely manner to achieve outcomes.	✓	
• Demonstrated effective written and verbal communication skills.	✓	
• Ability to deal with sensitive information with due confidentiality.	✓	
• Ability to undertake other administration roles.	✓	
• Ability to develop and evaluate possible solutions to problems.		✓
Knowledge		
• Working Knowledge of the local government functions.		✓
• Knowledge of office procedures and administration including demonstrated competency in the use of Microsoft software.	✓	
Experience		
• Experience in customer service and administration procedures.	✓	
• Experience with relevant packages including Microsoft Office Suite.	✓	
Training/ Qualifications		
• Year 10 or equivalent TAFE qualification.	✓	
Other		
• Current WA "C" Class Driver's Licence or equivalent.		✓

General Physical Requirements

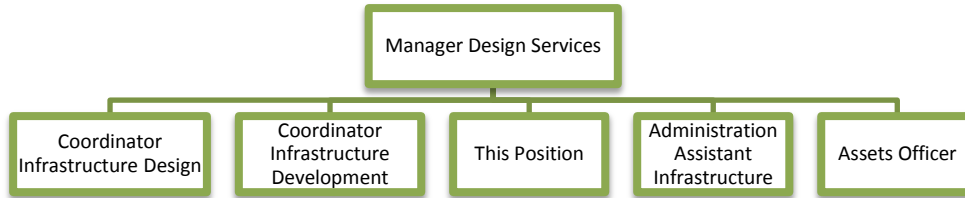
An occupational health provider assesses the applicant/employee fitness to successfully perform the essential functions of the position and considers the following:

	Frequency (☒ as required)					Frequency (☒ as required)			
	Mainly	Frequently	Occasionally	N/A		Mainly	Frequently	Occasionally	N/A
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Climb/Balance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Crouch/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Talk/Hear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handle	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Taste/Smell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

While performing the duties of this job, the incumbent may reasonably be expected to occasionally manually handle loads of a varying nature. Notwithstanding, the incumbent is still required under their general Duty of Care to adopt safe work practices by taking appropriate pre-cautionary measures to identify, assess and control risks in accordance with statutory requirements and the Shire's Risk Management Framework.

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Organisational Relationship



Extent of Authority and Accountability

Under the general supervision of the Manager Design Services and as delegated from time-to-time, the incumbent has authority to act within predetermined Council guidelines, policies, procedures, pre-determined budgetary limits and in accordance with the statutory provisions of the *Local Government Act 1995* and other relevant legislation and Council Policies, Procedures and Practices.

Position Description Certification

Prepared by Manager Design Service	Effective Date July 2017
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I acknowledge that I have read and understood the key objectives, duties, responsibilities and other requirements as outlined in this position description.

I understand that this position description provides general guidance regarding the purpose of the position and my responsibilities.

Furthermore, I acknowledge that this position description may be amended from time to time to reflect changes to the position or Shire requirements.

Staff Signature	Date
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