



**CUSTOMER SERVICE
OFFICER
(CASUAL POOL)**

**INFORMATION
PACKAGE**

October 2022



CUSTOMER SERVICE OFFICERS (CASUAL POOL)

Would you like to feel you're on holiday every day? The Shire of Dandaragan is looking to add to their pool of Casual Customer Service Officers in the idyllic coastal town of Jurien Bay.

The pool may also be used to fill permanent and fixed term, full time and part time opportunities that may arise. Please note, being appointed to the pool does not guarantee you placement to a position.

The position of Customer Service Officer is to provide an efficient and friendly first point-of-contact, customer service role across the Shire's reception, library and visitor centre services. This position requires flexible availability, and hours of work may include weekends and public holidays.

To become a part of our vibrant customer service team you will have:

- Demonstrated experience relevant to the role.
- Demonstrated commitment to deliver quality customer service.
- Sound communication, interpersonal and time management skills.
- Knowledge of the local area and surrounding towns and attractions.

For more information on the position an Information Package is available via our website at www.dandaragan.wa.gov.au/employment, by contacting Sharon McArdle on 9652 0800 or via email to cghr@dandaragan.wa.gov.au

Applications will be accepted on an ongoing basis. We look forward to receiving your application, so don't delay in applying.

The Shire of Dandaragan is an equal opportunity employer.

Brent Bailey
CHIEF EXECUTIVE OFFICER

Canvassing of Councillors will disqualify. The successful applicant is required to obtain relevant police checks, and to provide evidence of all claimed qualifications prior to commencing employment. The Shire of Dandaragan reserves the right to close the advertisement at any time.

Shire of Dandaragan
Position Description - Customer Service Officer (casual pool)

POSITION DESCRIPTION

| | |
|------------------------------------|---|
| Position Title | Customer Service Officer |
| Tenure | Casual pool |
| Primary Place of Employment | Jurien Bay Administration Centre, 69 Bashford Street, including the Turquoise Coast Visitor Centre & Jurien Bay Library, 67 Bashford Street, Jurien Bay |
| Award | Level 3 of the <i>Local Government Industry Award 2020</i> |
| Department | Corporate & Community Services |
| Accountable to | Manager Customer and Community Services |
| Accountable for | Nil |
| Internal Liaison | Visitor Centre & Librarian Officers Receptionist Visitor Centre Trainees Administration & Finance staff Community Services staff Other Shire employees |
| External Liaison | General public Ratepayers and residents Community groups Government agencies |

POSITION OBJECTIVES:

Provide an efficient and friendly first point-of-contact, customer service role across Shire of Dandaragan reception, libraries and visitor centre services, mindful of the positive public relations impact such a service offers.

Be part of a pool of casual Customer Service Officers providing casual back-up during periods of staff leave or absences.

To act as first point of client contact, respond appropriately, and assist in providing an effective reception, library and visitor centre service.

Liaise with the Manager Customer and Community Services regarding the provision, operation and development of reception, library and tourism services.

REQUIREMENTS OF THE POSITION:

| Skills | Essential | Desirable |
|---|------------------|------------------|
| Excellent organisational skills. | ✓ | |
| Satisfactory level of numeracy and literacy skills. | ✓ | |

Shire of Dandaragan
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| Skills | Essential | Desirable |
|---|------------------|------------------|
| Good level of communication skills - both written and verbal | ✓ | |
| Effective time management and public relations skills | ✓ | |
| Sound keyboard and computer skills | ✓ | |
| Good interpersonal skills | ✓ | |
| Knowledge | Essential | Desirable |
| Knowledge of the local area and surrounding towns and attractions | ✓ | |
| Knowledge of established practises and procedures | | ✓ |
| Knowledge of library and information service | | ✓ |
| Experience | Essential | Desirable |
| Previous customer service | ✓ | |
| Qualifications and / or Training | Essential | Desirable |
| Current police clearance | ✓ | |
| Working with Children's Check | ✓ | |
| No formal qualifications required at this level | N/A | N/A |

KEY DUTIES / RESPONSIBILITIES:

Visitor Centre

- Promote tourism to attract visitors and produce economic benefits for a particular region.
- Provide a range of information on local resources in response to enquiries from members of the public.
- Liaising with local operators to obtain information on accommodation and prices, ordering brochures, as required.
- Retail duties including sales, cash handling, banking, end-of-day reconciliation and weekly operator returns.
- Booking of accommodation and tours using relevant booking system.
- Undertake visitor centre duties, as required.

Shire of Dandaragan
Position Description - Customer Service Officer (casual pool)

Library

- Create and maintain records, details and information for library members.
- Effect the issue and return of loaned items.
- Carry out inspection of returned items for damage.
- Regularly return items to shelves in correct order, having due regard to sorting standards such as the Dewey Decimal System.
- Arrange and administer inter-library loans through a Virtual Document Exchange System and ensure compliance with all relevant loan terms.
- Report damaged items as required, inclusive of details of the cause and extent of damage and identity of the person responsible for damage.
- Carry out any other function as is required by State Library of WA from time to time.
- Carry out any other functions consistent with these services, including facilitation of library activities.

Reception

- Respond to all telephone and counter enquiries and where necessary, refer to the relevant officer and initiate appropriate action.
 - Enter outgoing mail and take to Post Office daily.
 - Receipt all money received daily including Sandy Cape and Refuse Site fees.
 - Ensure the stationery cupboard is neat, tidy and stocked (including paper and ordering requirements of) as necessary, including re-ordering printed stationery, as required.
 - Ensure the photocopier machines are stocked with paper and office equipment is functioning.
 - Administrative management of Shire standpipes.
 - Administrative management of Shire fuel system.
 - Provide administrative support to the Community Services team as and when required.
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Shire of Dandaragan
Position Description - Customer Service Officer (casual pool)

General

- Assist with typing when necessary.
- Purchase refreshments for staff room.
- Respond to bookings and process charges for Shire facilities ensuring the correct charge is applied and provide debtor requisition forms to the debtors officer as applicable.
- Update welcome pack booklets for new residents to the Shire and arrange for the Administration Officer (Rates) to distribute.
- Any other duties consistent with the level of this position and the principles of customer support.

Customer Service

- As a service industry, a major focus must be the quality of customer service. This position must at all times endeavour to answer all telephone and counter enquiries.
- Work within a multi-disciplinary team, in particular with customer and community services staff on projects, as needed.

Occupational Safety & Health

- To be responsible for ensuring own safety and health and that of other people in the workplace.
- Report all accidents, incidents and hazardous situations arising in the course of work.
- Use personal protective clothing and equipment as and when required.
- To comply with Occupational Safety and Health legislation and the Shire's Occupational Safety and Health policies and procedures.

EXTENT OF AUTHORITY:

Works under the direction of the Manager Customer and Community Services.
May exercise initiative and / or judgement within clearly established procedures and guidelines.

TRAINING:

The Council actively promotes self-improvements within its workforce and attendance at training courses and workshops is encouraged.

AWARD:

General conditions of employment are offered on the basis of the *Local Government Industry Award 2020*.

CONDITIONS OF EMPLOYMENT

EMPLOYMENT TITLE

This position will be based on a casual pool employment arrangement as Customer Service Officer. The pool may also be used to fill permanent and fixed term, full time and part time opportunities that may arise. Please note, being appointed to the pool does not guarantee you placement to a position.

PRIMARY PLACE OF EMPLOYMENT

This position's primary place of employment is the Jurien Bay Administration Centre, 69 Bashford Street, Jurien Bay and will at times work out of the Turquoise Coast Visitor Centre and Library located at 67 Bashford Street, Jurien Bay, and may at times work out of other libraries around the Shire.

CLASSIFICATION LEVEL AND HOURLY RATE

The position is classified Level 3 based on the Local Government Industry Award 2020. Additionally, the Shire of Dandaragan provides an over award payment. The ordinary hourly rate as per the Award will be as follows:

| | |
|--|-----------|
| Award ordinary hourly rate (OHR) for Level 3 | \$24.4027 |
| Plus 25% casual loading to the OHR only | \$6.1007 |

Penalty and loading rates are calculated using the Award ordinary hourly rate. Weekend and public holiday penalty rates will apply if applicable.

SUPERANNUATION CO-CONTRIBUTION SCHEME

The Shire of Dandaragan contribution to employee's superannuation will be to a maximum of the Superannuation Guarantee Contribution plus 3%. Employees are eligible for an additional superannuation contribution through a co-contribution scheme. The Shire will match, dollar for dollar, any contribution up to a maximum of 3% of an employee's salary, that the employee makes to their superannuation either by an after tax contribution, salary sacrifice or combination of both.

POLICE CLEARANCE, MEDICAL CHECKS

You will be required to provide a current police clearance as part of your application with the preferred applicant(s), after the interview process, to undertake a medical examination at Shire's cost. The appointment to the position will not be confirmed until both these steps have been completed.

PSYCHOMETRIC TESTING

As part of our selection process, we may require short listed applicants to complete a workstyle psychometric testing.

Shire of Dandaragan
Conditions of Employment - Customer Service Officer (casual pool)

POLICIES AND PROCEDURES

You are required to comply with all policies and procedures of the Shire of Dandaragan including policies, practices, standards, specifications, instructions and procedures as amended from time to time. Such policies and procedures operate independently of this document and are not incorporated into this document.

HEALTH AND SAFETY

You must take appropriate steps during the course of your employment to ensure that your own safety and the safety of your colleagues and the general public are not compromised. This includes complying with safety legislation and Council policy.

RELIANCE ON QUALIFICATIONS

The preferred applicant(s) acknowledges:

- that the Shire has relied on the qualifications and experience set out in your application for employment and related documents; and
- warrant the correctness of all information contained in that application and those documents.

IDENTITY CHECK

The preferred applicant's identity will be verified using a 100 point identity check. The relevant identification documents which can be used for a 100 point identity check are set out on the website of the WA Police Force. The original proof of identity documents from the applicant will be viewed, copied and placed on the successful applicant's personnel file.

ELIGIBILITY TO WORK IN AUSTRALIA

The preferred applicant's right to work in Australia will be confirmed by:

- viewing and taking a copy of the preferred applicant's original Australian passport or birth certificate; or
- using the Australian Government's Visa Entitlement Verification Online system to check the applicant's visa conditions, if the applicant is not an Australian citizen.

OTHER CONDITIONS OF EMPLOYMENT

All other conditions of employment are in accordance with the Local Government Industry Award 2020.

EQUAL OPPORTUNITY

Council maintains an equal opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.

INFORMATION FOR JOB APPLICANTS

Thank you for your inquiry regarding the position. These notes are provided to assist you in the preparation of your application and to help the selection committee judge your application amongst the many others that will be received for the position.

SELECTION CRITERIA

This is the most important part of your application. It is essential that the information you provide is clear, concise and most importantly relevant, so that the selection committee can readily assess your claim for the position. It is up to you to demonstrate to the committee that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties of the position. Here, it must be noted that it is impossible to interview all applicants and therefore, only those who best meet the criteria and outcomes will be short-listed for interview.

| Criteria | Essential |
|--|------------------|
| 1. Demonstrated experience relevant to the role | ✓ |
| 2. Sound communication (oral and written) and interpersonal skills | ✓ |
| 3. Demonstrated commitment to deliver quality customer service | ✓ |
| 4. Current police clearance | ✓ |
| 5. Working with Children Check | ✓ |
| 6. Knowledge of the local area and surrounding towns and attractions | ✓ |

WHAT TO INCLUDE IN YOUR APPLICATION

Your application should include:

1. A covering letter introducing yourself and explaining why you are applying for this position.
2. A current resume with the details of your past employment experience, and other information including skills, experiences etc which you feel are relevant to the position.
3. Also the resume should include names and contact details of at least two employment references. It is recommended that you advise your referees that you have nominated them as the selection committee may wish to contact them at a later date. The referees you nominate should be able to comment on your recent work experience
4. Other information about you as an applicant eg address, email address, contact numbers.
5. Any other information about your skills, experiences etc which you feel are relevant.
6. Do not include original documents eg references, certificates etc.

7. Statement addressing the above selection criteria.
8. Completed Application Form located at the front of this Information Package.

OTHER DOCUMENTS

It is recommended that only copies of supporting documents be enclosed with your application so as to avoid loss or damage to originals. Nonetheless, the Council may ask to sight the originals at a later time.

CONTACT NUMBER

It is strongly recommended that you provide a convenient telephone number should you be invited for an interview or if there be any queries regarding your application.

WRITTEN APPLICATIONS

The Council is pleased to accept all applications for the position and does not favour hand written applications over typed applications or vice versa. However, all applications should be neat and legible for ease of reading by the selection committee.

LATE APPLICATIONS

In fairness to all applicants, late applications cannot be received.

APPLICATIONS

Applicants must address the selection criteria (as outlined above) and provide details on previous work experience, relevant personal details together with the name and phone numbers of two recent referees. Applications are to be addressed and marked "PRIVATE AND CONFIDENTIAL - CUSTOMER SERVICE OFFICER (CASUAL POOL)" to the Chief Executive Officer, Shire of Dandaragan, PO Box 676, Jurien Bay WA 6516.

Emailed applications to cghr@dandaragan.wa.gov.au will be accepted.

FURTHER INFORMATION

If you require any further information in relation to this position, please feel free to call Sharon McArdle, HR Coordinator, on 08 9652 0800 or email cghr@dandaragan.wa.gov.au.

WEBSITE

The Shire maintains a website www.dandaragan.wa.gov.au which contains substantial information about the Shire and communities within it.

APPLICATION FORM

(Ensure to complete this form and attach to your application)



| POSITION DETAILS | |
|----------------------|--|
| Position Advertised: | Customer Service Officer (casual pool) |
| Location: | Jurien Bay |

| PERSONAL DETAILS | |
|---|---|
| Surname: | Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss |
| Given Names: | Date of Birth: |
| Address: | |
| Suburb: | Postcode: |
| Daytime Contact No: | Email: |
| Nationality: | Are you a permanent resident of Australia, or have you been granted permanent residence? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If no, please attach copy of a Visa validating permission to work in Australia.</i> |
| Do you hold a current unrestricted Western Australian Motor Vehicle Driver's Licence : <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other: Licence Class (<i>circle</i>): C / R / RE / LR / MR / HR / HC / MC | |

| EMPLOYMENT HISTORY | | | |
|--|------------------|---------------|--------------------|
| <input type="checkbox"/> Refer to attached CV / Resume for complete details (please tick if attached) | | | |
| Period of Employment | Name of Employer | Position Held | Reason for Leaving |
| | | | |
| | | | |
| | | | |
| | | | |

| EMPLOYMENT REFERENCES | |
|---|--------------------------|
| <i>Please provide details of at least two contactable work-related referees ie your present or most recent employers / supervisors.</i> | |
| (Referee 1) Name: | (Referee 2) Name: |
| Position Held: | Position Held: |
| Company: | Company: |
| Contact No: | Contact No: |

| | |
|--|---|
| How soon would you be able to commence work? | If currently employed, what is the minimum period of notice required: |
|--|---|

EDUCATION / TRADE DETAILS

Refer to attached Resume for complete details (*please tick if attached*)

Highest Level attained (eg. Year 10, 11, 12, TAFE, University):

| Year | Name of School / Institution | Certificate / Qualification Obtained |
|------|------------------------------|--------------------------------------|
| | | |
| | | |

Current Studies being undertaken

| Year Commenced | Name of School / Institution | Details |
|----------------|------------------------------|---------|
| | | |
| | | |

Other Qualifications / Training (eg trade details, certificates / licences held, or other relevant information):

SUPPLEMENTARY DETAILS - HEALTH / MEDICAL ISSUES

Do you consider your overall health to be: Excellent Good Average Fair

Are there any reasons you may be unable to carry out the full requirements of this position? No Yes, please give details:

Are you currently receiving or have you made claim for and received Workers Compensation or insurance benefits for any reason? No Yes Please provide details (eg *year of injury, company worked for, period of time off work*)

SUPPLEMENTARY DETAILS - CONVICTIONS

Have you ever been convicted of any offence in any court or are you currently the subject of any charges pending? (*You do not need to give details of any conviction that has been declared spent under the Spent Convictions Act 1988*). No Yes Please provide details:

A criminal record is not a barrier to the consideration of an application for employment. Applicants who have a record of conviction are invited to discuss its relevance or otherwise to the position being applied for.

HOW DID YOU FIND OUT ABOUT THIS POSITION

How did you find out about this position? (ie Facebook, newspaper, Shire website, local paper etc)

CHECKLIST

- | | |
|--|--|
| <input type="checkbox"/> Application Form Completed | <input type="checkbox"/> Covering Letter |
| <input type="checkbox"/> Position Selection Criteria Addressed | <input type="checkbox"/> Current CV / Resume Attached |
| <input type="checkbox"/> Required Documentation Attached | <input type="checkbox"/> Original/s will be provided at Interview (<i>eg. police clearance, licences, etc</i>) |

APPLICANT DECLARATION

- I certify that the information contained in this application is to the best of my knowledge and belief, true, accurate and current in every detail, with no impending issues or claims apparent that may affect consideration of this application or the requirements of any position for which I am applying.
- I understand that Council reserves the right to verify all information on this application and that any false or misleading statements will be considered sufficient cause for the application to be rejected, or for immediate dismissal if appointed.

3. I understand that Council's recruitment and selection procedure involves a pre-employment medical examination by a Council approved medical centre, at Council's expense, and that original results of this examination are required to be disclosed to this organisation.

Signature of applicant:

Date:
