



CUSTOMER SERVICE/ADMINISTRATION OFFICER - TRAINEE



POSITION DESCRIPTION

THE SHIRE OF BOYUP BROOK

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, as demonstrated by our Corporate Values.

OUR VALUES

We have 5 values that guide our everyday behaviours and reflect us at our best.



Proactive

Embrace creativity, adaptability and continuous improvement seeking new ideas and solutions to address challenges and seize opportunities to ensure sustainability.



Leadership & Teamwork

Lead through collaboration, promote diversity, have pride in our work and partner with the community to achieve shared visions and aspirations.



Accountability & Integrity

Demonstrate respect, transparency, honesty and inclusivity in all interactions with the community.



Commitment

Build and share knowledge, act professionally and develop relationships that make a positive contribution to our community.



Engaging Community

Show respect, understanding and compassion for others and work collaboratively with community for better outcomes.

CUSTOMER SERVICE/ADMINISTRATION OFFICER - TRAINEE

Position No:		Date effective	Dec 2025
Level:	Level 3	Agreement /Award:	LGIA 2020 (State)
Division:	Corporate Services		
Responsible to:	Executive Manager Corporate Services		

1. OBJECTIVES OF POSITION

The key objectives of this position are to provide the following under general direction/supervision:

- 1.1. Provide a high quality of customer service to the public attending office reception.
- 1.2. Accurately undertake cashiering duties, including acting as an agent for the Department of Planning and Infrastructure - Transport Licensing Service.
- 1.3. Provide an effective information service to customers and staff.
- 1.4. Provide support with the delivery of Shire rates and service processes (e.g. ESL and rubbish).
- 1.5. Contribute to positive outcomes consistent with the Shire of Boyup Brook Strategic Community Plan and Corporate Plan.

2. KEY RESPONSIBILITIES – under general direction/supervision

2.1. *Customer Service*

- 2.1.1. Promptly and courteously attend to enquiries via telephone, in person and other channels.
- 2.1.2. Receive, process and receipt payments for a range of Council services.
- 2.1.3. Accurately administer vehicle licencing requirements and, where necessary, seek assistance from the Department of Planning and Infrastructure – Transport for complex enquiries.
- 2.1.4. Provide solution focused support to resolve customer service enquiries and complaints.
- 2.1.5. Promote and assist customers to use emerging online self-service tools as an alternative option to complete and track their enquiries or transactions.
- 2.1.6. Assist with maintaining and updating the Customer Service knowledgebase.

2.2. *Administrative Duties*

Ensure that all administrative procedures relating to Customer Service transactions and enquiries are followed to maintain a high standard of customer service.

- 2.2.1 Accurately process documentation received at the counter.

- 2.2.2 Apply correct accounting procedures for the collection, receipting and balancing of funds received and making deposits at the bank.
- 2.2.3 Assist with document management as required.
- 2.2.4 Maintain and make available for inspection all documents required under the Local Government Act 1995.
- 2.2.5 Assist the Customer Service Team Leader in coordinating customer service requests.
- 2.2.6 Contribute to continuous improvement by identifying better ways of undertaking daily tasks.
- 2.2.7 Maintain booking register for hire of Shire facilities and public open spaces.
- 2.2.8 Ensure a high presentation standard of public office area including accuracy of official notice board.
- 2.2.9 Check answering machine and refer messages to appropriate officers.
- 2.2.10 Monitor functionality of office equipment and arrange repairs and supplies as needed.

2.3. *General*

- 2.3.1 Assist in meeting corporate objectives by completing a variety of tasks that may fall outside the direct scope of this position.
- 2.3.2 Support the Manager Community Services with events and other community functions as required.
- 2.3.3 Hours of operation for Customer Service Officers are 8.15am to 4.45pm Monday to Friday or as otherwise agreed with Line Manager.

2.4. *Privacy and Management Policies*

- 2.4.1. Comply with National Privacy Principles and Privacy Legislation.

3. **PERFORMANCE OF DUTIES**

- 3.1 Carry out work efficiently, economically and effectively, ensuring it reflects favourable on both yourself and the Shire of Boyup Brook.
- 3.2 Perform duties impartially and in the best interests of the Shire of Boyup Brook.
- 3.3 Comply with all Shire policies and procedures including but not limited to Code of Conduct, Shire of Boyup Brook Policy, Local Government Act 1955 and other relevant Legislation.
- 3.4 Promote excellence in customer service and work with managers to identify and implement strategies to improve service quality and efficiency.
- 3.5 Participate in required training and education to maintain compliance and an up to date knowledge.
- 3.6 Contribute to a workplace that is free of sexual harassment.
- 3.7 Model a work environment free from discrimination, harassment, bullying, victimisation and vilification.
- 3.8 Demonstrate and model the Shire's Corporate Values.
- 3.9 Act with integrity – being consistent with Shire's core values in all your tasks and interactions with others. Demonstrating integrity includes:
 - Demonstrating a personal quality that shows a strong respect for ethical principles in all aspects of your work.

- Being dependable and following through on your commitments.
 - Being respectful when communicating with others.
 - Taking responsibility for your actions and holding yourself accountable for your mistakes.
- 3.10 Contribute to preventing fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information .

4. SAFETY AND DUTY OF CARE

The Shire is committed to Workplace Health and Safety in all areas of the Shire's operations, and requires you to comply with the requirements of the Work Health and Safety Act 2020 and accompanying Work Health and Safety (General) Regulations 2022 which requires that while at work, a worker must:

- a) *take reasonable care for the worker's own health and safety; and*
- b) *take reasonable care that the worker's acts or omissions do not adversely affect the health and safety of other persons; and*
- c) *comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Act; and*
- d) *cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.*

The Shire requires employees to ensure all volunteers, employees and contractors work or behave in a safe manner and to address or report as appropriate any hazards, behaviours or issues that may compromise health and safety.

5. ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Medical assessment including drug & alcohol testing.
- Current National Police Certificate (<3 months).
- Reference checks

6. LEVEL OF AUTHORITY AND ORGANISATIONAL RELATIONSHIPS

6.1 **Responsible to:** Executive Manager Corporate Services.

6.3 Internal and External Liaison

6.3.1 Internal

Chief Executive Officer
Executive Manager Corporate Services
Manager Financial Services
Manager Community Services
Executive Manager Operations Services
Administration Staff

6.3.2 External

Councillors
Other Local Government Agencies
Government Department and Agency Staff
Guests and Visitors
General Public
Consultants.

7. SELECTION CRITERIA

- 7.1. The Shire of Boyup Brook recognises its legal obligations under the *Equal Opportunity Act 1984* and will actively promote equal opportunity based solely on merit to ensure discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.
- 7.2. To be appointed to a position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a temporary or casual position, providing the work complies with the conditions of your visa.

Qualifications

- Nil

Skills and experience

- Knowledge and competency in Microsoft Office software including Word, Excel, Internet Explorer, Outlook and Publisher.
- Ability to follow processes and procedures.
- The capability of being a team player who can meet team deadlines and work commitments.
- Excellent communication skills with the ability to liaise effectively with people from varying cultures and backgrounds, both internal and external.
- Written communication skills
- Knowledge of cash handling and receipting desirable
- Demonstrated ability to maintain confidentiality

- Current C class drivers licence.
- Awareness of Local Government functions.

8. KEY PERFORMANCE INDICATORS

At least once in each financial year the Executive Manager Corporate Services will conduct an evaluation of the Customer Service Officer/Administration Trainee's performance. The annual review will include an assessment of achievement against position objectives in line with the key responsibilities outlined above.

9. OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the Executive Manager Corporate Services or Shire of Boyup Brook CEO, in response to the strategic direction of the Shire of Boyup Brook, and the development of the skills and knowledge of the position.

10. GENERAL TERMS OF APPOINTMENT

- 10.1. All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows a proper concern for the public interest.
- 10.2. Council's values for serving the community are: quality of service; continuous improvement; people concern; and teamwork.
- 10.3. The values which govern the conduct of management and employees are: loyalty; respect and trust; corporate teamwork; excellence and best practice; open, fair, accountable and efficient work practices; and staff development.

11. CERTIFICATION

I, Executive Manager Corporate Services, confirm the details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

As position occupant, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Executive Manager Corporate Services	
Date	
Occupant	
Date	