



EMPLOYMENT PACKAGE

Customer Service / Administration Officer Traineeship 2022

Applications close 4.30pm on Friday 5 November 2021



Customer Service / Administration Officer Traineeship 2022

Please find attached the following information to assist you in applying for the abovementioned position with the Shire of Bridgetown-Greenbushes.

- Position Description – Customer Service/Administration Officer Traineeship
(Note this document contains the selection criteria for the position)
- Information for Prospective Applications - includes how to submit your application.

If you have any queries regarding the position please do not hesitate to contact Darren Wilson, Coordinator Corporate Services on (08) 9761 0800 or via email – dwilson@bridgetown.wa.gov.au

TIM CLYNCH
CHIEF EXECUTIVE OFFICER



ADVERTISEMENT

VACANCY 2022

12 MONTH CUSTOMER SERVICE / ADMIN OFFICER TRAINEESHIP

The Shire of Bridgetown-Greenbushes is seeking a determined and positive individual to complete a 12 month full time Local Government Customer Service / Administration Officer Traineeship.

The position commencing on 13 December 2021 will offer exceptional training opportunities and will require you to be a school leaver who has completed Year 11 or 12 in 2021 and be:

- Customer focused
- A team player
- A keen learner
- Responsible and reliable

The successful applicant will be required to complete a Certificate II or III in Business Administration.

Applicants **must** address the Selection Criteria contained in the Employment Package available from customer service or via email careers@bridgetown.wa.gov.au.

Your confidential application, addressed to the *Chief Executive Officer, Shire of Bridgetown-Greenbushes, PO Box 271, Bridgetown 6255*, should reach this office by **4.30pm on Friday 5 November 2021**.

TIM CLYNCH

CHIEF EXECUTIVE OFFICER

POSITION DESCRIPTION

1. Title

Customer Service/Administration Officer Traineeship

2. Department

Corporate Services

3. Position Objectives & Core Functions

3.1 Core Objectives/Functions of Position

- Deliver high standard customer service via Shire's front counter reception and telephone in accordance with Shire's Customer Service Charter.
- Undertake cashiering and Department of Transport licensing agency services.
- Records recording/filing and other assigned duties to internal and external customers.
- Successfully complete a Certificate II or III in Business Administration.

3.2 Within Department

Ensure that the core functions are carried out efficiently and effectively.

3.3 Within Organisation

Ensure a professional and amicable work environment while providing a helpful, efficient and courteous service to other Officers, Councillors and the general public.

5. Requirements of the Job

5.1 Skills

- Developing customer service skills;
- Developing interpersonal skills;
- Developing written and verbal communication skills;
- Developed computer skills;
- Developed numeracy skills;
- Time management and organisation skills; and
- Attention to detail.

5.2 Knowledge

- General knowledge of computers and customer interactions

5.3 Qualifications and/or Training

- Completion of Year 11 or 12 WACE or equivalent with passes in English & Mathematics.

6. Key Duties/Responsibilities

Administration

- 6.1 Working within a team environment perform routine office duties as directed by the Coordinator Corporate Services.
- 6.2 Presenting a professional image, attend to council's phone and counter enquiries, and as required provide the public with up-to-date and factually accurate information in a timely, efficient and friendly manner.
- 6.3 Assist with maintaining the registers for bookings of various council facilities.
- 6.4 Assist with the maintenance and allocation of information brochures and notices on council's notice boards and information stands.
- 6.5 Assist with collection, registration and distribution of daily mail.
- 6.6 On a daily basis file council records as per the record keeping plan.
- 6.7 As required Perform Council's Flag Marshal duties.
- 6.8 As required ensure the photocopier is operationally stocked with paper and toner at all times.

Financial

- 6.9 Undertake daily receipting of Council's income.
- 6.10 Perform vehicle and driver license functions on behalf of the Department of Transport.
- 6.11 Assist with end of day receipt balancing and banking procedures.

Occupational Safety and Health

- 6.12 Ensure that all duties are carried out with high regard for the safety of all staff and customers in accordance with legislation and policy.

7. Organisational Relationships

7.1 Responsible To
Coordinator Corporate Services

7.2 Supervision Of
Not Applicable

7.3 Internal & External Liaison

- All staff members
- Members of the public
- Councillors

8. Extent of Authority

Required to work within Council policies and established procedures, under the direct supervision of the Coordinator Corporate Services.

9. Selection Criteria

- 2021 Year 11 or 12 WACE or equivalent (essential)
- Commitment to customer service
- Written and verbal communication skills
- Numeracy skills
- Computer operations
- Time management and organisation

INFORMATION FOR PROSPECTIVE APPLICANTS

Thank you for your interest in the position advertised by the Shire of Bridgetown-Greenbushes. To assist you in submitting your application, please take the time to read the following information.

Equal Employment Opportunity:

The Shire of Bridgetown-Greenbushes is an equal opportunity employer. All applications for a position will be assessed against the criteria included in the Position Description.

Completing your Application:

Your application should include the following:

1. A **covering letter** stating why you are applying for the position and giving details of how you may be contacted during the hours of 9.00am to 5.00pm.
2. A **separate statement** addressing the “*selection criteria*”. You should address each selection criteria under a separate heading. Consideration for the interview is based upon clear demonstration of your ability to meet each of the selection criteria.

You should indicate how you meet the criterion and provide examples of events and projects that demonstrate your experience, knowledge and skills. It is recommended that your statements in response to each of the selection criteria be no more than half a page.

3. A **resume or curriculum vitae** which includes your relevant personal details, qualifications, work history, education and professional memberships. Relevant work history should commence with the most recent position you have held as well as the dates/period of employment. In the description of your work history give a brief summary of the duties and responsibilities for each of the positions.
4. The **names and contact details of at least two (2) referees** should be included in your resume or curriculum vitae. Referees may be contacted to verify your claims in relation to your prior work performance. ***Do not submit original copies of references.***
5. **Photocopies of your qualification(s) or academic records** of current studies should be attached to your application. ***Do not submit original certificates of your qualifications or academic records.***
6. **Please do not submit applications in plastic folders** or include original documents. All documentation should be stapled together in the top left-hand side of the application.

Please note all applications received will become the property of the Shire of Bridgetown-Greenbushes and cannot be returned to unsuccessful applicants.

Lodging your Application:

1. Your application must be marked “**Confidential – Customer Service/Administration Officer Traineeship**” on the envelope, and addressed as follows:
Chief Executive Officer
Shire of Bridgetown-Greenbushes
P O Box 271
BRIDGETOWN WA 6255
2. Applications must reach our offices no later than the specified closing date. Applications will be accepted by email provided a signature is able to be included and is Microsoft Word format.
3. For reasons of equity, late applications will not be accepted. If you are forwarding your application through Australia Post, please ensure that you allow enough time for it to reach us before the closing time.

Acknowledgment of Applications:

All applicants will be notified in writing (after the closing period) that their applications have been received within the required time-frame.

The Interview Process:

If you are selected for an interview you will be contacted by telephone during office hours. The Interview Panel will generally consist of at least two (2) Shire Officers however for professional appointments, the Interview Panel may include a non-Shire person.

During the interview the Interview Panel will take notes in order to assess your responses. This will assist in ensuring each candidate is assessed in an equitable and fair manner. If you do not understand a question, you should seek clarification before providing a response.

Recommended Applicant:

Prior to any offer of employment being finalised, the preferred applicant will be required to:

- Obtain a satisfactory **pre-employment medical** report from the Shire’s Medical Officer (at the Shire’s expense).
- Produce a current **National Police clearance** (at the Shire’s expense if the applicant does not hold a current clearance). A criminal conviction does not automatically exclude you from consideration for employment. Applicants who have a record of conviction are invited to discuss its relevance or otherwise to the position being applied for, with the Interview Panel.
- Provide documentary **proof of age** in the form of a birth certificate or current passport. This requirement is necessary to comply with a requirement of

another law, award or industrial agreement in relation to payment of wages or remuneration to employees less than 21 years of age.

- Documented evidence of **legal entitlement to work** unrestricted in Australia (if relevant).
- Produce **original or certified copies** of all relevant qualifications and licences.

Other Requirements:

Upon appointment, the successful applicant will be required to sign and have witnessed the following documents:

- Shire of Bridgetown-Greenbushes Code of Conduct
- Shire of Bridgetown-Greenbushes Confidential Clause
- Acceptance of the Letter of Appointment
- Position Description for the job
- Statutory Declaration in relation to current Drivers Licence (if relevant)

Queries:

If you have queries about any aspect of the position or your application, please contact Darren Wilson, Coordinator Corporate Services on (08) 9761 0800 or via email – dwilson@bridgetown.wa.gov.au

For information on the Shire of Bridgetown-Greenbushes, visit our website at www.bridgetown.wa.gov.au