



RECRUITMENT INFORMATION PACKAGE

CUSTOMER SERVICE / ADMINISTRATION OFFICER

Fixed term contract ending 31 March 2024

Applications will be accepted until a suitable pool of candidates is identified



CUSTOMER SERVICE / ADMINISTRATION OFFICER

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

- Copy of the advert calling for applications.
- Position Description – Customer Service / Administration Officer;
(Note this document contains the essential and desirable 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 on 9761 0800 or via email – DWilson@bridgetown.wa.gov.au

TIM CLYNCH
CHIEF EXECUTIVE OFFICER



VACANCY

CUSTOMER SERVICE/ADMINISTRATION OFFICER

Fixed term contract

The Shire of Bridgetown-Greenbushes is seeking to appoint an enthusiastic, motivated and professional person to the full time position of Customer Service / Administration Officer for a fixed term contract ending 31 March 2024.

Conditions of employment will be in accordance with Level 2.1 of the Local Government Officers' (WA) Award 2021 and the applicable Shire of Bridgetown-Greenbushes Enterprise Agreement. An annual salary of \$52,097 will be offered to the applicant that demonstrates the required qualifications and experience.

A Recruitment Information Package can be downloaded from the Shire website <https://www.bridgetown.wa.gov.au/employment> or obtained by emailing careers@bridgetown.wa.gov.au.

Your confidential application should be addressed to the Chief Executive Officer, Shire of Bridgetown-Greenbushes, PO Box 271, Bridgetown 6255. Applications will be accepted via email to careers@bridgetown.wa.gov.au, via post, or in person to the Shire Administration building located at 1 Steere St, Bridgetown

NOTE: Applications will be considered as they are received and the Shire reserves the right to close submissions once a suitable candidate or pool is identified. You are therefore encouraged to submit an early application.

TIM CLYNCH
CHIEF EXECUTIVE OFFICER

POSITION DESCRIPTION

1. **POSITION TITLE** CUSTOMER SERVICE / ADMINISTRATION OFFICER
Fixed Term Contract
2. **RESPONSIBLE TO** Coordinator Corporate Services
3. **DEPARTMENT** Corporate Services
4. **AWARD COVERAGE** Level 2.1 of the Local Government Officers' (WA) Award 2021 and applicable Shire of Bridgetown-Greenbushes Employee Collective Agreement
5. **POSITION OBJECTIVES**
 - 5.1 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.
 - 5.2 Within Department
Ensure that the core functions are carried out efficiently and effectively.
 - 5.3 Within the Organisation
Ensure a professional and amicable work environment while providing a helpful, efficient and courteous service to other Officers, Councillors and the general public.
6. **REQUIREMENTS OF THE POSITION**
 - 6.1 Skills
 - Ability to work unsupervised
 - Ability to work as a team member
 - Developed organisation and time management skills
 - Developed interpersonal and conflict resolution skills
 - Developed verbal and written communication skills
 - Ability to exercise initiative and good judgement when required with the ability to handle confidential and sensitive matters appropriately
 - Proven ability to apply attention to detail and complete tasks to a high level of accuracy
 - Sound comprehension and numeracy skills.

- 6.2 Knowledge
Proficiency in Microsoft Office Suite.
- 6.3 Experience
Two (2) years' experience in a similar position
- 6.4 Qualifications and/or Training
- Year 12 or equivalent
 - Hold a current 'C' class driver's license.

7. **KEY DUTIES/RESPONSIBILITIES**

7.1 Administration

- Perform routine office duties as directed by the Coordinator Corporate Services
- 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
- Assist with maintaining the registers for bookings of various council facilities
- Assist with the maintenance and allocation of information brochures and notices on Shire notice boards and information stands
- Ensure outward mail is recorded and posted on a daily basis
- File Shire records as per the Record Keeping Plan
- Perform Shire Flag Marshal duties (as required).

7.2 Financial

- Undertake daily receipting of Shire transactions
- Perform vehicle and driver license functions on behalf of the Department of Transport
- Perform end of day receipt balancing and banking procedures
- Assist accounts payable including; printing, collating, distributing and data entry
- Assist with update of bank reconciliation entries
- Assist with processing of licensing vouchers
- Assist with other finance and administration functions as required and/or directed.

8. **ORGANISATIONAL RELATIONSHIPS**

Responsible to Coordinator Corporate Services

Supervision of N/A

Internal and External Liaison

- All staff
- Members of the public
- Department of Transport

9 **EXTENT OF AUTHORITY**

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

9. SELECTION CRITERIA

Criterion	Essential	Desirable
Developed public and customer relations skills	√	
Sound organisational and time management skills	√	
Developed written and verbal communication skills	√	
Considerable computer literacy and proficiency in Microsoft Office Suite	√	
Ability to work well under pressure by managing difficult situations and applying conflict resolution skills	√	
Current C class driver's license	√	
Previous local government experience		√
Developing knowledge of functions of a Local Government authority		√
Experience with Department of Transport's TRELIS software system		√

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. Applications will be accepted via email to careers@bridgetown.wa.gov.au; or
2. Mailed or hard copy applications must be marked “**Confidential – Human Resources**” on the envelope and addressed as follows:
Chief Executive Officer
Shire of Bridgetown-Greenbushes
P O Box 271
BRIDGETOWN WA 6255

For reasons of equity, late applications will not be accepted unless approved by Human Resources. If you are forwarding your application through Australia Post, please ensure that you allow enough time for it to reach the Shire before the closing time.

Acknowledgment of Applications

All applicants will be notified (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.

Preferred Applicant

(This section will not apply if the preferred applicant is a current member of the Shire staff)

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

- Obtain a satisfactory **pre-employment medical** report from a Medical Practitioner.
- 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, driver's licence or current passport. This requirement is necessary to comply with a requirement of 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.
- Produce **original or certified copies** of all relevant qualifications and licenses.

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 Agreement
- Acceptance of the Letter of Appointment
- Position Description for the role
- Statutory Declaration in relation to current driver's licence (if relevant)

Queries

If you have queries with regards to completing your application please contact Executive Assistant, Esther Matthews on 9761 0833 or EMatthews@bridgetown.wa.gov.au.

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