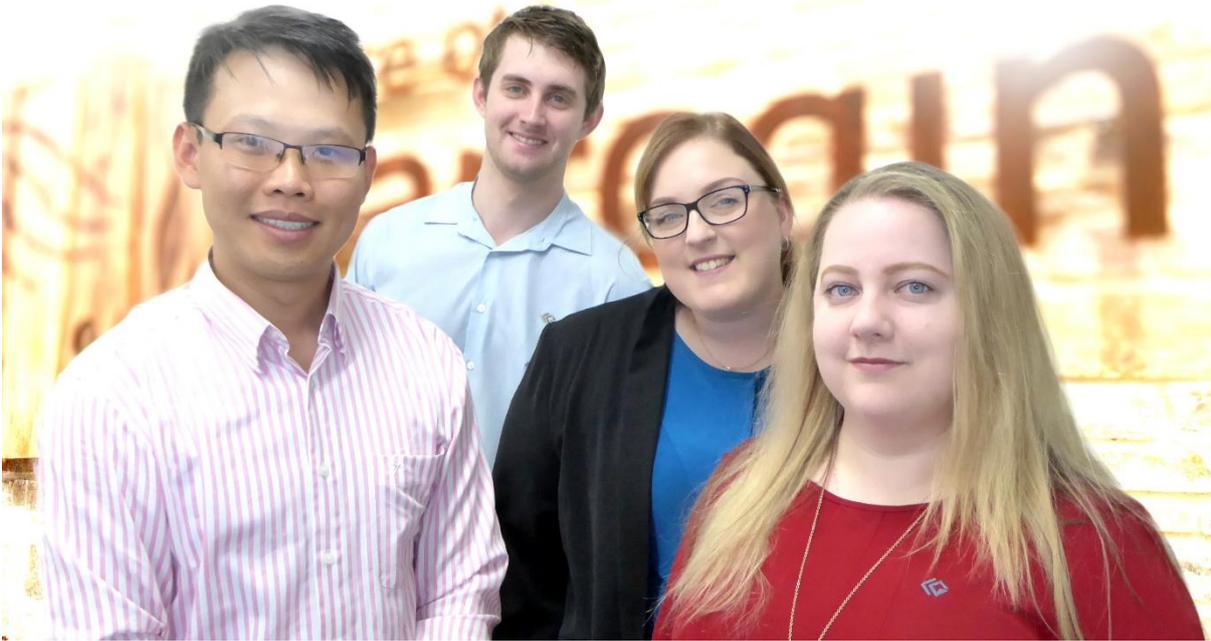


# Information for Applicants



## Customer Service Officer

**Applications close  
4.00 pm, Friday 31 May 2024.**

*The Shire of Narrogin will select and interview prospective candidates throughout the advertisement period and may appoint successful applicants prior to the closing date.*

**For more information contact:**

Therese Walker

[enquiries@narrogin.wa.gov.au](mailto:enquiries@narrogin.wa.gov.au)

Tel: 08 9890 0900



## **CUSTOMER SERVICE OFFICER**

### **(Full or Part Time Positions)**

The Shire of Narrogin has an excellent opportunity for an enthusiastic, team-oriented individual to fill the role(s) of a Customer Service Officer in the Corporate Services Department. The Shire of Narrogin will consider applications for full time or part time employment.

Responsibilities include being the face of the Shire of Narrogin providing customer service at the front counter at the Shire of Narrogin Administration Office and providing support back-office processing of accounts and administration.

The successful candidate would ideally have customer service and cash handling experience however candidates with suitable skills and an enthusiasm to learn should apply.

Previous experience in Transport Licencing will be advantageous however Training will be provided as part of the employment package and is a required by the Department of Transport.

To be considered for this role you must submit a written application addressing the selection criteria listed in the position description and provide a copy of your current resume.

An application package is available on the Shire of Narrogin's website or by contacting Therese Walker on 9890 0900.

Applications should be marked 'Private & Confidential – Customer Service Officer, addressed to the undersigned.

Applications close 4.00 pm, Friday 31 May 2024. *The Shire of Narrogin will select and interview prospective candidates throughout the advertisement period and may appoint successful applicants prior to the closing date.*

The Shire of Narrogin is an equal opportunity employer.

Dale Stewart  
**Chief Executive Officer**  
Shire of Narrogin  
PO Box 1145 Narrogin WA 6312  
[enquiries@narrogin.wa.gov.au](mailto:enquiries@narrogin.wa.gov.au)  
[www.narrogin.wa.gov.au](http://www.narrogin.wa.gov.au)

# The Package

Position:	Customer Service Officer
Department:	Corporate & Community Services
Section:	Finance & Administration
Position classification:	LGIA Award: Level 4
Employment type:	Full Time
Location:	Shire of Narrogin & other Local Government Districts as required.

Per annum	\$ Minimum	\$ Maximum
Salary*	\$48,926	\$48,926
Over Award Payment	\$0	\$8,260
Superannuation @ 11%	\$5,382	\$6,290
Leave Loading 17.5% (not payable to contract or casual employees)	\$659	\$770
Matching Superannuation @ 4%	\$1,957	\$2,287
Vehicle Provision	N/A	N/A
Housing Allowance	N/A	N/A
Telephone Allowance	N/A	N/A
Uniform Allowance	\$350	\$350
Gym Membership (full) (50% discount)	\$520	\$520
Rostered Day Off	19 day month	19 day month
<b>TOTAL</b>	<b>\$57,793</b>	<b>\$67,403</b>

\* The package is calculated on a full time wage of 76 per fortnight for a full year. Wages will be paid on actual hours worked.

# About Your Application

## **Preparing Your Application**

Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

Whilst emailed applications to enquiries@narrogin.wa.gov.au is preferred, if mailing or delivering the application, it should be stapled in the top left hand corner. Note: Please do not submit applications in plastic folders or include original documents.

## **Covering Letter**

The cover letter is a brief letter outlining the position you are applying for and a brief description of your background and reason for applying for the position.

## **Addressing Selection Criteria**

If the advertisement requires you to address selection criteria, you will need to set out in a separate document entitled "Selection Criteria" and provide evidence of your ability to meet the criteria.

## **Curriculum Vitae (Resume)**

Your Curriculum Vitae should provide personal details (e.g. name, address, contact number) relevant work history, education, training courses attended, qualifications 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.

## **Qualifications**

Certain positions stipulate that tertiary qualifications or specific certificates are required. As part of the application, candidates should demonstrate that the required level of education or training has been achieved. Please attach photocopies of any relevant qualifications or academic records to the application.

## **Referees**

You should include in your curriculum vitae the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your curriculum vitae. Preferably one referee should be your current supervisor or manager, alternatively a supervisor/manager from a previous position may be used.

*It is courteous to contact your referees for approval prior to nominating them in the application.*

## **Closing Dates for Applications**

Vacant positions with the Shire of Narrogin are advertised for a specific period and close at the time and dates as written in the advertisement. The closing time is the time that the applications are to be received at the Shire of Narrogin offices.

### **Late Applications Will Not Be Accepted**

Short-listing of candidates for interview by the Selection Panel may take up to two weeks after the closing date. The candidates selected for interview will be contacted by an officer from the Shire of Narrogin by telephone to organise a convenient time to conduct the interview.

### **Preparing for the Interview**

To prepare for the interview questions, re-read the Position Description focusing on the Selection Criteria. Think of workplace situations where the relevant skills and abilities have been required to be demonstrated.

Focus on the duties of the position and think about how they would be carried out. Think about the problems that might be encountered and how they could be resolved. Try to identify examples from past experience that might be similar or equivalent.

### **The Interview Process**

The interview panel will generally consist of at least three members. Interviews will follow a set format to ensure equity and fairness to each applicant and will be evaluated in the same manner.

During the interview, the interview panel members will write notes and assess the answers from the candidates in response to the structured questions, ensuring that all applicants are examined in an objective and uniform manner. If a candidate does not understand a question, they should seek clarification prior to providing a reply.

Never assume that the interview panel members know the suitability of individual candidate for the vacant position even though some applicants may have worked with them or have previous experience in the past for which they have applied.

Wherever possible, relate answers to direct experience.

### **After the Interview**

The successful applicant will be contacted by a member of the Interview Panel to verbally offer the position. The Human Resources Department will forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate and completing a pre-employment medical and drug & alcohol test, the costs of which will be reimbursed upon commencement.

***All unsuccessful applicants will be notified in writing.***

# Working for the Shire of Narrogin

Located in a picturesque valley surrounded by woodlands, farming country and rolling hills, Narrogin is just a two hour drive south east of Perth and is a major service centre for the region's rich agricultural industry.

The vibrant town is home to about 5,200 residents and is the regional centre for nearby communities including Cuballing, Wickepin, Wagin and Williams, all of which provide a feeder population of more than 10,500 people.

The town's significant infrastructure, health and education facilities and specialty retail outlets also regularly attract more than 9,000 residents from the other outlying shires of Brookton, Corrigin, Dumbleyung, Kulin, Kondinin, Lake Grace and Pingelly.

The Shire of Narrogin is an Equal Opportunity Employer that has a team-oriented and highly motivated workforce which provides quality services and facilities to residents and visitors to the Shire.

Whilst most conditions of employment are covered in the Letter of Appointment and/or Employment Contract, all other governing matters fall within the [Industrial Relations Act 1979 \(WA\)](#) and the [Minimum Conditions of Employment Act 1993 \(WA\)](#) and Council's adopted [Code of Conduct](#).

All or some of the following benefits may apply to your position at the Shire of Narrogin:

## **Local Government Career**

There are currently 138 Local Governments in Western Australia (and two Territories). Whether it be a large organisation or a small team, a career in Local Government is an opportunity to make a real difference.

## **Hours of Work**

Varies depending on the position held, most office employees work Monday to Friday, minimum 152 hours per month. Most 'outside' employees work Monday to Friday, from 6.30am to 4.00pm during the summer months and from 7.00am to 4.30pm during the winter months.

## **Rostered Day Off (RDO)**

A RDO system is in place for eligible Shire employees. One day off per month for full-time Administration, Library, Caravan Park, Narrogin Regional Homecare and Narrogin Regional Leisure Centre employees (other than Executive staff) and one day off per fortnight for employees that work in the Works and Services Division.

## **Up to 15% Superannuation (combined contribution)**

As well as the required 11% superannuation contributions the Shire is required to make on behalf of its employees, contributions made by the employee to their own Superannuation Plan will be matched by the Shire up to a maximum of 4%.

## **Annual Leave - 17.5% Leave Loading**

For employees not defined as casual, four weeks annual leave is payable after 12 months' service. Leave Loading of 17.5% is paid on annual leave for permanent staff not on contract.

### **13 Weeks' Long Service Leave**

All permanent employees of the Shire are entitled to 13 weeks long service leave after completing 10 continuous years' service in Local Government. Long service leave accruals are transferable between all local government authorities in Western Australia.

### **Personal Leave**

Personal/carer's and bereavement leave is as per the National Employment Standards.

### **Employees Training and Development Opportunities**

To maximise the potential and skills of its employees, the Shire is committed to supporting employees' training and education and providing professional development opportunities to employees as appropriate and encourages senior employees' attendance at State Conferences.

### **Probationary Period**

A position may be subject to a probationary period.

### **Study Leave and Funding**

Study leave assistance may be extended at the discretion of the CEO.

### **Competitive Salary**

A competitive salary will be offered relevant to the position level within the Shire.

### **Salary Packaging**

Salary packaging is available for permanent employees (eg package car and/or laptop).

### **Employee Incentive Scheme**

Employees are able to participate in a reward scheme which enables employees to receive an amount not exceeding \$200 in cases where they have put forward good suggestions which have been adopted and resulted in savings and improved efficiency to the Shire.

### **Annual Performance Reviews**

All employees are entitled to an annual performance review. The reviews are linked to possible salary review and highlights training requirements for the relevant position.

### **Internal Promotion and Acting Opportunities**

The Shire encourages all employees to fulfil acting positions where available and endeavours to promote existing employees when a vacancy arises.

### **Subsidised Corporate Uniform – Office Employees**

All permanent employees are entitled to a subsidised annual allowance toward the Local Government uniform.

### **Personal Protective Equipment**

All necessary protective clothing and equipment is supplied by the Council to ensure your safety.

### **Smoke Free Working Environment**

The Shire Administration office, Depot, Library, Homecare, Narrogin Regional Leisure Centre and all work places including vehicles are smoke-free working environments.

## **Health and Wellbeing Programme**

Various programmes are regularly conducted for Shire employees such as Flu vaccines and sun screen checks and full health assessments. These programmes are free to employees.

## **Vaccinations**

Vaccinations from time to time, such as COVID-19, may be compulsory under Government of WA mandates and Health Directions for certain classes of employees including environmental health officers, frontline employees that have regular and close direct contact with aged and vulnerable clients and customers. This is also due to Commonwealth funding requirements, with respect to all Narrogin Regional Homecare employees, whether permanent or casual.

In addition, in the event of a lock down or similar restrictions, all employees at the following work locations may be required to be fully vaccinated, to continue to attend work:

- Narrogin Regional Homecare
- Caravan Park
- Refuse Site
- Works Depot (Mechanical, Parks & Gardens, Construction & Maintenance, Depot Admin)
- Library
- Ranger Services
- Shire Administration Office.

Exemptions may be available through a General Practitioner, that confirms that to receive a vaccination, would compromise their health, due to an existing underlying health condition.

In limited circumstances, those that are not fully vaccinated, may receive temporary approval to work from home, on a case by case basis.

## **Equal Opportunity Employer**

The Shire's Equal Employment Opportunity goals are designed to provide an enjoyable, involving, harmonious work environment for all employees where each has the opportunity to progress to the extent of their ability.

## **Job share and Part Time Opportunities**

The Shire supports the principle of job sharing and part time employment, with various part time positions currently occupied within the Shire.

## **Modern Office Facilities**

The Narrogin Shire Administration Office, Library, Narrogin Regional Leisure Centre, Narrogin Regional Homecare, and Works Depot Office are all modern, spacious, air-conditioned buildings.

## **Kitchen Facilities**

The Shire Administration Office and Works Depot has a modern kitchen/lunch room for employees use.

## **Employee Corporate Functions (e.g. Farewell & Christmas Functions)**

The Shire provides an annual Christmas Function for all Elected Members, employees and their families as well as other occasional functions throughout the year.

### **Friendly Work Environment**

A great team-oriented, friendly environment makes working with the Shire an attractive employment option with great prospects / career advancement within the Shire and in local government in general.

### **Work Experience Programme**

The Shire is dedicated to giving young people the opportunity to utilise the work experience programmes through their School, enabling them to work in their area of interest.

### **RRR – Reduce Reuse Recycle**

The Shire of Narrogin is committed to promoting environmentally conscious development and to creating a more sustainable community.

### **Gymnasium or Swimming at lunchtime – Discounted Membership**

The Shire Administration Office is located within close proximity to the Narrogin Regional Leisure Centre. A 25-metre heated pool and fully equipped gymnasium is available to all staff who wish to visit as an occasional patron or take advantage of 50% discount to membership packages at the Centre via salary sacrifice.

### **Family Friendly Environment**

The Shire Administration Office is a family friendly environment and recognises the importance of a working/family life balance.

### **Voluntary Employee Involvement in Community Events**

Employees are able to be involved in various events which the Shire organises and/or supports within the community.

### **Close to Early Education, Schools and the Agricultural College**

For those with children, all work locations are within close proximity to the Narrogin Regional Childcare Centre, three choices of Primary Schools, the Senior High School (to year 12) and the Agricultural College (years 10 – 12).

### **Counselling Services**

The Shire offers support on a range of work-related issues. Short term counselling aims to provide local government workers, elected members and bushfire volunteers with support for a wide variety of work-related issues such as work relationships, conflicts at work and other work-related issues. To access this service an individual must be referred to LGIS by the local government by using the approved referral form, which will entitle the individual up to 6 sessions.

### **Free Parking**

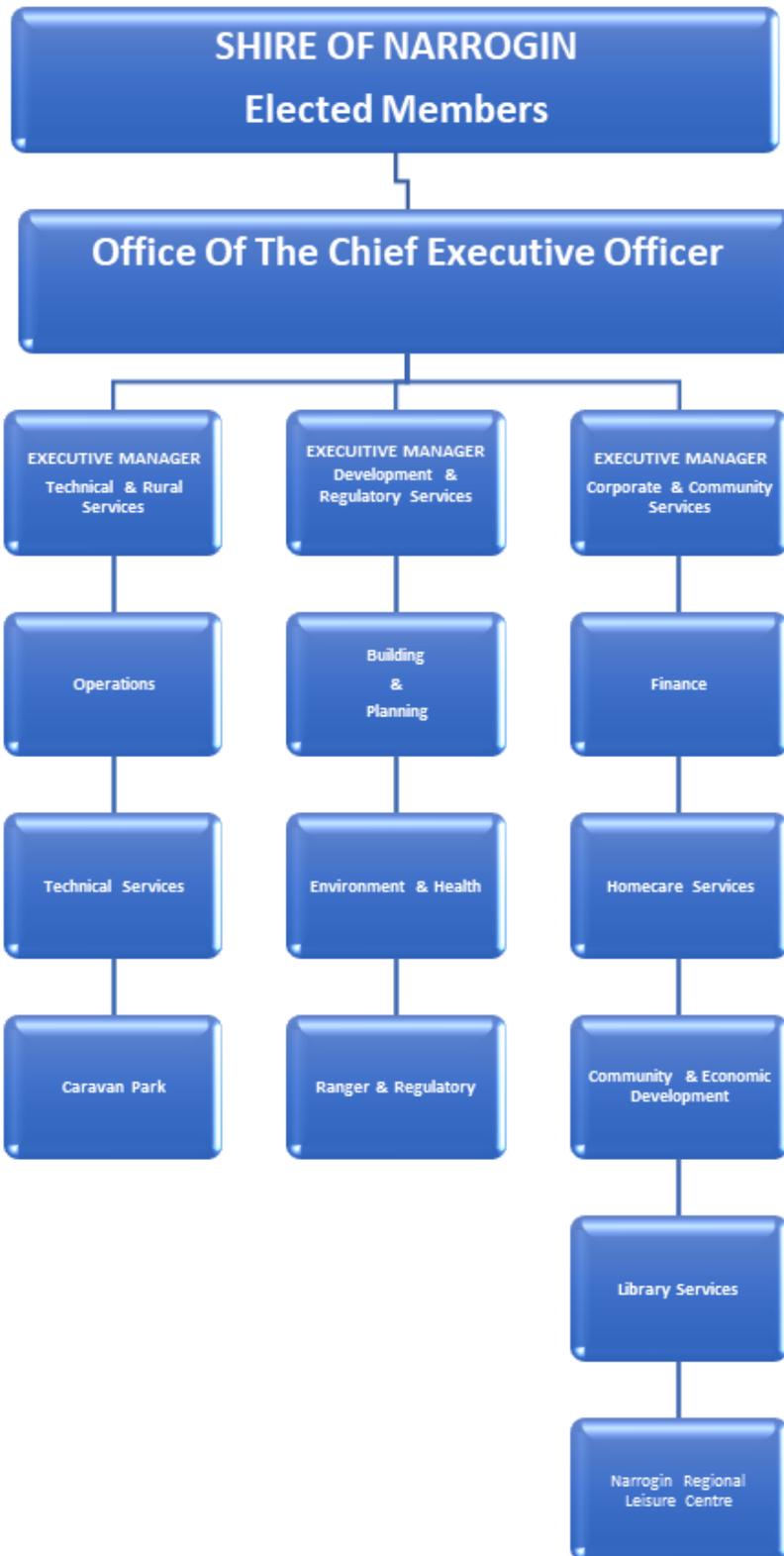
The Shire has free on-site parking facilities for all employees.

### **Electric Vehicle Charging Stations**

Six (6) dedicated Hybrid or Electric Vehicle car parking / charging stations free for employees to park and use if based at the Administration Office.

For further information please contact the Payroll Officer on telephone 9890 0900 or email [payroll@narrogin.wa.gov.au](mailto:payroll@narrogin.wa.gov.au).

# Organisational Structure





# Position Description

## 1. POSITION DETAILS

Position:	Customer Service Officer – Corporate Services
Directorate:	Corporate & Community Services
Department:	Customer Service
Position classification:	Level 4
Employment type:	Full-time
Location:	Shire Administration

## 2. ORGANISATIONAL RELATIONSHIPS

Responsible to: Manager Corporate Services

Supervision of: Nil

### Internal and External Liaison:

Internal All staff and elected members  
Governance Officer

External Ratepayers  
General public  
Transport Licencing customers

## 3. POSITION OBJECTIVES

- To convey a helpful, professional and efficient impression of the Shire and its operations.
- To provide an efficient and friendly customer service to Transport Licencing customers on behalf of the Transport Licencing Department.

- To promote a culture of financial probity and customer service excellence.
- To provide clerical and financial administrative services and backup support for the Corporate Services team.

#### **4. KEY DUTIES / RESPONSIBILITIES**

##### **Customer Service & Transport Licensing – Including:**

- Provide a prompt, professional and efficient first point of contact for telephone calls and general enquiries.
- Provide a prompt, professional and efficient telephone service to the public and staff including timely conveyance of clear and accurate messages.
- Attend to counter enquiries in a helpful, professional manner.
- Accurate receipting of Council revenue.
- Balance daily receipting.
- Ensure only authorised officers can access assigned tills.
- Reporting any cash discrepancies to supervisor.
- Take bookings and issue tickets for customers for TransWA trains and coaches.
- Process driver's licence, vehicle registration and firearm renewals.
- Process transfers and disposal of standard vehicles.
- Process changes of number plates, conditions and concessions.
- Process amendments to licensing records.
- Conduct learner's permit testing i.e. HPT Testing and Phase II Permits.
- Arrange appointments for vehicle driver's licence testing.
- Provide a support point of contact for processing vehicle dealer transactions.
- Provide a support point of contact for processing transfer and disposal of non-standard vehicles and issuing temporary permits.
- Maintain stocks of Transport Licensing number plates and general stationery.
- Update dog registration licences, issue registration discs and process amendments.
- Liaise with Dog Control Officer regarding dog control matters and provide information as required.

##### **General Back Office Processing - Including;**

- Creditors processing
- Debtors processing
- End of day Processes
- Assist with the collection and process payment of, the Emergency Service Levy (ESL) to DFES.
- Collation all forms for BCITF/BSL Levy from Building Department.
- Prepare monthly building returns.
- Assist with Payroll admin tasks
- Assist with Rates admin tasks
- Assist with HR admin tasks
- Complete Facility bookings.

- Assist in the preparation of end of month reports
- Complete mail, filing, backing, bookings and records management duties as required.

### **Records Management**

- Process records on a day to day basis as required by State Government legislation and Shire's processes and procedures.
- Maintain all File storage areas in a manner that ensures records are kept safe and are maintained in accordance with State records compliance.
- Undertake filing and archiving as directed.

### **General**

- Ensure photocopiers are loaded with paper.
- Collating and completing stationery orders for admin staff members.
- Ensure that the Administration Office kitchen has adequate stocks of tea, coffee, milk and other supplies.
- Set up of chambers and meeting rooms
- Ensure that office stationery and copier paper levels are maintained, and the storeroom is kept in order.
- Ensure that Council's beverage fridge and cupboard is well stocked and that food/snacks are available to serve at Council meetings.
- Demonstrate actions in keeping with our adopted Values, Council Policies, Executive Instructions and Code of Conduct and the highest principles of ethics and integrity.
- Other duties as required.

## **5. SELECTION CRITERIA**

### **Qualifications:**

- No formal qualifications required.
- Completion of customer service training is ideal.
- Completion of Transport licencing training and subsequent accreditation
- Police clearance for Transport Licencing purposes.

### **Experience:**

- Experience in customer service.
- Experience in cash handling.
- Experience in working with Microsoft applications.
- Experience in Transport Licencing (Training is mandatory by the Department of Transport).
- Knowledge of local community and services.
- Experience in local government (desired).
- Experience in records management.

### **Skills:**

- Awareness of reception and telephone techniques.
- Good time management skills.
- Ability to work under pressure.

- Developed verbal and written communication skills.
- Developed telephone skills.
- Excellent keyboard and typing skills.
- Ability to work with others in a team environment.
- Ability to work under pressure, use initiative and be well organised.
- Developed numeracy skills with experience in cash handling and receipting.

**Knowledge:**

- Knowledge of Council's organisational structure and functions.
- Sound knowledge of local facilities, organisations and services provided within the community.
- Sound knowledge of Transport Licencing functions and regulations.
- Basic knowledge of records management.

**Physical requirements:**

- The position is mainly desk bound with some standing to assist customers as required.

**6. EXTENT OF AUTHORITY**

- Free to act within established guidelines and may exercise judgement in some circumstances. Contributes to the team decision making process.

**7. WHS REQUIREMENTS**

- Follow all Work, Health and Safety guidelines, policies and procedures.
- Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work.
- Undertake risk assessment, hazard identification and control and conduct accident/incident/near misses investigation and documentation as directed.



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