

Position Description

Customer Service Officer – Tom Price

<i>Directorate</i>	Community Development
<i>Department</i>	Library Services
<i>Job Family</i>	Officer
<i>Reports to</i>	Manager Libraries & Local History Officer
<i>Direct Reports</i>	N/A
<i>Location</i>	Tom Price, WA
<i>Industrial Instrument</i>	Shire of Ashburton Industrial Agreement 2026
<i>Classification</i>	Level 2 / 3

Vision

We will be a welcoming, sustainable, and socially active district, offering a variety of opportunities to the community.

Values

Respect	Openness	Teamwork	Leadership	Excellence	Health & Wellbeing
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About the Role

Role Objective / Purpose

To provide exceptional customer service to both internal and external customers.

Key Role Outcomes

Provide effective, efficient, and timely customer service, including, but not limited to:

- First point of contact customer service at the Shire's Administration Building;



- Management of incoming phone calls via the Shire's switchboard;
- Flag Marshall duties;
- Processing of animal registrations, various payments and refunds, end of day banking reconciliation, and other administrative duties as required
- Allocation of venue keys and security cards;
- Purchasing of stationery and other office supplies for the Administration Building;
- Management of reception emails and daily mail duties; and
- Assist with library duties including covering for meal breaks.
- Workplace safety and diversity, access and inclusion are a shared responsibility of all staff.

Work Duties

The position description does not act to limit or set specific duties required to fulfil this role, this document serves to describe the role, outline required outcomes and set expectations. All employees are required to have a flexible approach to their work, including undertaking work duties which may fall outside those required of this role. All employees must comply with reasonable and lawful directions.

Core Competencies

The following competencies are required of **all roles** within the Shire and are ranked to reflect differing levels of responsibility. These competencies reflect the Shire's Values of Respect, Openness, Teamwork, Leadership, Excellence, Health and Wellbeing which apply at all times, to all staff, in all roles.

Competency	Required Level
Health and Safety	Fundamental: Applies Job Safety Analysis, Safe Work Method Statements and other safety procedures to own work and immediate work area. Maintains a safe workplace and actively participates in hazard identification and reporting. At all times acts in accordance with the principles identified in the Local Government Act and State and Federal legislation.



Accountability

Level 2 - Fundamental: Works under general supervision. Able to follow directions and to prioritise small tasks. Work is frequently checked.

Level 3 - Intermediate: Works under general supervision up to limited supervision. Applies discretion in own task sequencing, may develop job specific systems to assist in the completion of allocated tasks. Receives general direction and selective checking of work.

Judgement and Decision Making

Fundamental: Work procedures generally well established. Decisions made impact on local work areas and team. Discretion applied within established procedures. Judgement is limited to own work. May make simple recommendations within local work area.

Time Management

Level 2 - Intermediate: Able to manage own workload and prioritise within usual work patterns

Level 3 - Advanced: Able to manage multiple competing tasks and prioritise amongst a range of functions. May assist others with time management.

Customer Service

Level 2 - Intermediate: Transactional style or routine interaction with members of the public involving known queries. The employee will reflect and always demonstrate the code of conduct of the organisation, its values and work with the highest level of integrity.

Level 3 - Advanced: Effectively communicate with clients and members of the public and in the resolution of minor matters. The employee will reflect and always demonstrate the Code of Conduct of the organisation, its values and work with the highest level of integrity.

Financial Management

Fundamental: Adhere to set budgets in purchasing. May provide some general feedback in respect to costs and spending derived from operational responsibilities.



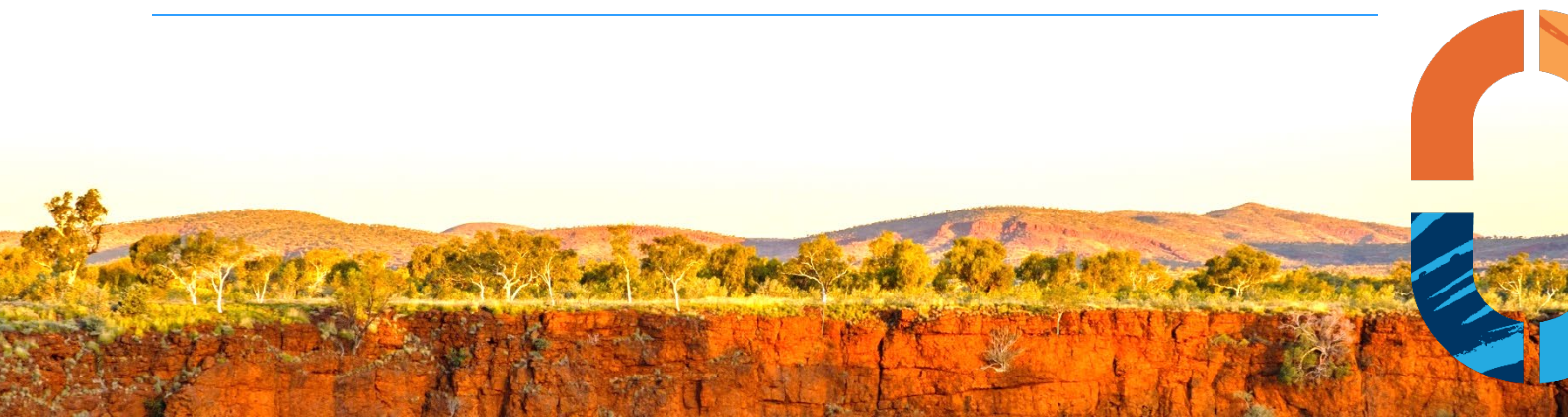
Leadership

Fundamental: Extent of leadership is setting a positive example through ones own actions to influence peers and supervisors.

Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	Intermediate: Solve diverse problems which require assessment of a range of options having elements of complexity resolved using developed or learned skills and knowledge. Solve problems in accordance with managerial directives, policies of Council and legislative requirements.
Policy or Legislative Interpretation	Fundamental: Apply procedures or work processes to own work.
Conflict Resolution	Intermediate: Able to handle a range of routine and usual requests from staff or members of the public and resolve minor differences of opinion and/or requiring further explanation.
Communications Skills	Fundamental: Can read and write English to an acceptable level for the workplace. Can follow written and verbal direction, safety instructions, and other workplace specific terminology. Major portions of the work are verbal rather than written. Considerate when dealing with others.
Administration Skills	Advanced: Able to set up administrative processes, including record keeping, filing, and tracking systems and train others in the use of these processes and systems.



Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Driver's Licence.
- Current National Police Clearance (within 6 months of commencement).

Experience, Skills, Knowledge Required of Role

- Proficient computer skills, including MS suite of software; and
- Customer service experience.

Confirmation

I have received, read, and familiarised myself with this position description:

Name _____

Signed _____

Date _____

Position descriptions may be reviewed on an annual basis, as part of the Shire's annual performance review process.

