

Position Description

Title:	<u>Customer Service Officer – Governance</u>
Portfolio:	Corporate Services
Classification:	LG Award 2020 – L4
Purpose of Role:	To provide timely, accurate, and professional customer service that meets customer needs, promotes satisfaction, and supports the organisation's service standards and governance requirements.
Complexity:	Low level of complexity, work under both direct and indirect supervision from more senior staff as required.
Reports to:	Executive Manager Finance and Corporate Services
Supervision of others:	None
Delegation of Authority:	Works within established guidelines, budgets, procedures, and policies of the Shire of Toodyay as well as statutory provisions of the <i>Local Government Act WA 1995</i> (and its regulations) as well as other relevant legislation, rules, guidelines and procedures.

General Requirements (All Employees)

- Act in a professional and ethical manner and in the best interests of the Shire at all times.
- Maintain confidentiality and work in accordance with all Council policies and procedures as well as all regulatory and legislative requirements applicable to a local government authority.
- Work safely and in line with all Work Health and Safety requirements.
- Assist/relieve in front counter as required.
- Receive and resolve in a timely manner public enquiries, both written and verbal, regarding rating and property information and sundry debtors.
- Assist with and provide information for annual and other audits as requested.
- Undertake general accounts or other finance duties as directed.

Work Health and Safety (All Employees)

- Apply understanding of WHS and take responsibility for self and others working safely.
- Ensure you are familiar with control of hazards from resources in your workplace and identify training needs to ensure optimum competency.
- Engage with and embrace monitoring processes as a valuable tool to assist and enhance your perspective of the current status of work health and safety.
- Consult and cooperate with appointed safety personnel to enable them to fulfil the duties of their role.

- Make use of the Health and Safety Committee and Health and Safety Representatives to engage and consult regarding work health and safety matters.
- Refer work health and safety issues that are beyond your control to the relevant manager(s) for their attention but ensure that interim action is taken to reduce the risks in a practical way.

Responsibilities & Duties

1. Customer Service Duties

- Attend to incoming phone calls in a timely manner and distribute to correct areas as required in accordance with the Shire of Toodyay's Customer Service Charter
- Provide services including but not limited to the following.
 - Meet and greet all visitors to the Shire and attend to their needs appropriately.
 - Ensure adherence to the Privacy Act 1988 when dealing with customer enquiries.
 - Ensure the front reception area is kept in a neat and tidy manner.
 - Other customer service duties as required.

2. Governance

- Assist the Governance Coordinator in delivering effective governance support and administrative services to ensure Council's compliance with relevant legislation, including the Local Government Act 1995, associated regulations, Local Laws, Council policies, systems, and procedures.
- Provide administrative assistance with governance functions, including the maintenance of records, registers, documentation, and statutory processes.
- Support the implementation and monitoring of governance practices to ensure legislative, regulatory, and policy requirements are met.
- Assist in the review and continuous improvement of governance systems and procedures to promote compliance, efficiency, and best practice.
- Act as Freedom of Information (FOI) Coordinator responsible for meeting all regulatory functions and internal frameworks.
- Responsible for ensuring that all Shire Registers are maintained and compliant.
- Assist in the preparation, processing, and maintenance of all lease and hire agreements, renewals, variations, extensions and terminations.
- Ensure full compliance with the Shire's Record-keeping policy and procedures.

3. Work and Safety

- Act as WHS Coordinator as and when required.

Our Values

The Shire's values are expected to be applied by staff in all their activities associated with Shire business.

Integrity	We behave honestly to the highest ethical standard.
Accountability	We are transparent in our actions and accountable to the community.
Inclusiveness	We are responsive to the community, and we encourage involvement by all people.
Commitment	We translate our plans into actions and demonstrate the persistence that will produce results.

Skills, Knowledge & Experience

- Demonstrated experience in a finance position or with similar experience.
- Working knowledge of the Local Government
- Relevant experience with various software and systems pertaining to local government.
- Knowledge of the structure and function of local government.
- Well-developed administration skills.
- Excellent numeracy and analytical skills, with the ability to initiative and problem solve effectively.
- Able to work alone or with others productively.
- Excellent internal and external customer service skills.
- Well-developed communication skills, both written and verbal.
- Able to manage time well.
- Ability to use existing and readily adapt to new information technology including word processing, spreadsheets and databases.

Licences/Clearances

- Federal Police Clearance
- Current Western Australian "C" class Drivers Licence

*** All are essential unless otherwise denoted**

Internal Liaison

- Chief Executive Officer & Executive Managers
- Governance
- Other staff

External Liaison

- Ratepayers and residents
- General Public
- Contractors
- External financial bodies/government agencies

Performance Criteria

Core Competencies

1. Quality of work
2. Values & Behaviours
3. Working Relationships

ENDORSEMENT

The details contained in this position description are an accurate reflection of the broad duties, responsibilities and other requirements of this role. These may be amended from time to time in line with capabilities and classification.

TEMPORARY CHIEF EXECUTIVE OFFICER

NAME: _____ SIGNATURE: _____

As occupant of the role; I have read and understood the duties, responsibilities and other requirements outlined in this position description. I understand that these duties may be amended from time to time in line with requirements and needs of the Shire of Toodyay.

NAME: _____ SIGNATURE: _____

DATE: ____/____/____

DATE OF REVIEW:

____/____/____