



Position Description

Customer Service Officer

Award:	West Wimmera Shire Council Enterprise Agreement 2021
Classification:	Band 4
Name of Occupant:	
Employment Status:	Part-time
Location:	Kaniva



Accountability Statement

The Customer Service Officer is responsible for ensuring Council's Customer Service functions are delivered to a high standard in accordance with policies, procedures and legislative requirements.

Position Objective

The Customer Services Officer delivers telephone and front counter services to maintain the professional standing of the West Wimmera Shire Council.

Key Responsibility Areas

Telephone and Counter Support

Ensure that telephone and counter services are delivered professionally and courteously by attending to inquiries promptly and in accordance with the standards of the business unit.

Receipts and Banking

- a) Administer the accurate collection of monies, issue of receipts and attend to banking duties in an efficient manner with due respect to the correct allocation of monies and reconciling at all times.
- b) Responsible for the distribution of petty cash and collections of receipts.
- c) Responsible for ensuring Electronic Funds Transfer payments are receipted in an efficient and timely manner.

Animal Registrations

- a) Collecting fees, recording and updating the animal registrations and tag numbers on the register.

VicRoads

Collection and receipting of monies and issuing of receipts, registrations, licences and other VicRoads duties as required by the Customer Services Team Leader. Duties will include:

- a) Registration of Vessels
- b) Number plates orders
- c) Machinery packs
- d) Trailer registrations
- e) Issuing work diaries
- f) Learner Permits
- g) Issuing of boat licences
- h) Various licence renewals
- i) Provide various forms as required
- j) Providing of general information
- k) Stationary orders
- l) VicRoads Stock takes
- m) Agency Return

- n) Invoice Entry

Accounts

- a) When instructed by the Community Development and Tourism Manager, collate accounts.

Organisation Wide Administration Support

- a) Provide administration support for all staff on an as-required basis. This may include typing of letters and minutes, general word processing, excel spreadsheets, administration of software and databases and collation and photocopying.
- b) Enter Customer Action Requests
- c) Update Council forms and applications.
- d) Update and review Customer Service procedures.
- e) Work with the Governance Business Unit to ensure all outgoing mail is taken to the post office and mail is collected daily.

Accessible Parking Applications

Process Accessible Parking permits.

Corporate Responsibilities

- a) Responsible for creating full and accurate records of activities and decisions, and observing records management procedures in accordance with standards laid out in the Record Management policy.
- b) Contribute to the continuous improvement and productivity of the organisations operations.

Occupational Health and Safety and Risk Management

This position has a responsibility to:

- a) Immediately report to their Supervisor any unsafe conditions or activities, near misses, or injuries in the work place.
- b) Stop work on any task which they consider to be unsafe and immediately report the situation to their supervisor.
- c) Assist new employees in the use of proper work procedures and practices.
- d) Work in a manner that will not endanger themselves or any other person.
- e) Use personal protective clothing or equipment as provided.
- f) Report any defective/damaged personal protective clothing, equipment or gear.
- g) Comply with instructions given by a Supervisor or OHS Coordinator pertaining to the use of personal protective clothing, equipment or gear or any matter in relation to Health and Safety.
- h) Not to interfere with anything that has been provided in the interest of Health and Safety in the business unit.
- i) Not engage in any occupations that require a certificate unless the relevant certificate or permit is held and they have been approved by WWSC to carry out such work.
- j) Not attempt any task unless they are capable and competent to carry out the task.

- k) Actively participate in Council's rehabilitation and return to work programs if you are injured.

Accountability and Extent of Authority

- a) To provide accurate information to customers and other employees as well as administrative support for the organisation as a whole.
- b) The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- c) Sufficient freedom to plan their work at least a week in advance.
- d) The effect of decisions and actions are usually limited to a localised work group of function, individual jobs or clients or to internal procedures and processes.

Judgment and Decision Making

- a) Within established guidelines and procedures, exercise judgment and problem solving skills in delivery of customer service activities to Council staff.
- b) Ensure judgements and decisions are in accordance with legislative and policy requirements.
- c) Ensure a high level of confidentiality of information.
- d) Required to make judgements in relation to the specified duties. Direction will be provided by the Customer Service Team Leader as required.

Specialist Skills and Knowledge

- a) An understanding of the relevant technology, procedures and processes.
- b) An understanding of the function of the position within Council's context, including relevant policies, regulations and precedents and an understanding of the goals of the business unit, and where appropriate of the wider Council.
- c) Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions and/or proficiency in the operation of knowledge.

Management Skills

- a) Assist with the provision of on the job training and guidance in relation to information and record management practices to Council staff.
- b) Necessitate skills in managing time and planning and organising one's own work.

Interpersonal Skills

- a) Ability to gain co-operation and assistance from clients, contractors, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- b) Skills in written communication to enable the preparation of routine correspondence and reports if required.

Qualifications and Experience

- a) Post-secondary or tertiary qualifications in an Administration, Customer Service or equivalent field, or work experience in the Customer Service/Administration field.

- b) High level office administration skills.
- c) Well-developed skills in the use and application of computer systems, e.g. Microsoft Office, and database applications and specialist systems.
- d) Experience in the recording and storing of business records and information.

Conditions of Employment

- a) As part of West Wimmera Shire Council's recruitment and selection process, a satisfactory Police Check and Working with Childrens Check (Vic) is required for this position.
- b) Current Victorian Drivers Licence.

Key Selection Criteria

- a) Well-developed knowledge of Customer Service processes.
- b) Demonstrated experience in administrative support processes in a multi-disciplined environment.
- c) Proficiency in using a range of computer programs including the Microsoft Office suite.
- d) Demonstrate time management and organisational skills.
- e) Ability to meet deadlines and work within tight time frames.
- f) Qualifications or experience relevant to the position.
- g) Well-developed written and verbal communication skills.
- h) Experience in a local, state or federal government setting desirable.

Organisational Relationships

Reports to: Customer Service Team Leader

Supervises: NIL

Internal Liaisons: Chief Executive Officer
Senior Management Group
Managers
Supervisors/Team Leaders
Staff

External Liaisons: Ratepayers and general public
Government bodies
Contractors
Consultants
All service authorities
Auditors
Local Government Victoria

Equal Opportunity

West Wimmera Shire Council offers a work environment free from discrimination, sexual or other harassment, victimisation, and vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment

Child Safe Standards

West Wimmera Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

All staff must adhere to Council's Child Safe Policy and procedures and ensure that any reasonable suspicion of abuse to children or young people is reported.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Information Privacy Act, the Health Records Act and Council's Confidentiality policies.

Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

Personal Health Information

Personal and Health Information collected by Council is used for recruitment and if the applicant is successful will be used for Human Resources. The Personal and Health Information will be used solely by Council for this purpose and/or directly related purposes. Council may disclose this information to other organisations if required by legislation. The applicant understands that the Personal and Health Information provided is for the above purpose and that he or she may apply to Council for access to and/or amendment of the information after finalisation of the appeals process. Information relating to unsuccessful applicants may be destroyed by Council after 12 months from this time. Requests for access and/or correction should be made to Council's Privacy Officer.

Employee Approved

PD Review Date	Name	Signature

Approved By

PD Review Date	Position	Name
July 2026	Community Development and Tourism Manager	
July 2026	Human Resource Manager	<i>Julie Braisby</i>