



Position Description

CUSTOMER SERVICE OFFICER - CRC



VALUE-YORK

PRINCIPLES

We are a customer service focused organisation for internal and external customers, as individuals and an organisation we:

- are nimble and dynamic
- demonstrate initiative, are accountable for our actions and responsibilities
- are open to partnerships
- demonstrate our pride in our work and community
- model mutual respect and are inclusive, welcoming all people
- are transparent in how we do things
- work hard on building our resilience

These Principles are supported by the values of the Shire:



Empathy



Courage



Respect

Aspirational Value



Excellence



Position Description: Customer Service Officer - CRC

Position Number: Y024

Purpose: To provide customer services to all visitors, residents and students of the Community Resource Centre with a focus on technology support. Provide day to day student support for Lumen Wheatbelt Regional University Centre (Lumen WRUC) students.

Role Responsibilities

Community Resource Centre

- Provide front counter and phone reception.
- Cash receiving and receipting for relevant Shire services.
- Managing daily banking and mail
- Manage the facility booking services and assisting with set up and pack down when required
- Assisting clients with access to computers and government services
- Providing technical support to community members using public use computers and Centrelink services
- Undertaking photocopying, scanning and emailing on a fee for service basis
- Maintaining a noticeboard/library of government service brochures and flyers
- Maintaining a knowledge base of government services and assisting in connecting community to these services
- Assisting the Community Development Officer in the delivery of community programs and events
- Collect usage statistics for service contract reporting
- Ordering stationery & general office supplies/refreshments
- Administrative support and other duties as required and approved by supervisor.
- Maintain Shire records in accordance with current policy
- Daily oversight of volunteers and trainees where applicable

Lumen WRUC

- Delivers support services to students accessing the Lumen WRUC including study support, and technology support.
- Facilitates study skills sessions and workshops/tutorials for students studying with higher education provider partners.
- Directs students to appropriate higher education provider course coordinators for advice on courses.
- Liaises with enrolling higher education provider on student related issues.
- Manages the student registration process for eligible students.
- Manages the Student data collection and provides monthly reports on the Lumen WRUC usage to the Lumen WRUC Director.
- Organises local seminars to support student aspirations including inviting employment and business leaders to address students.
- Provides content for the Lumen WRUC's website and social media presence.
- Fosters strong connectivity between the Lumen WRUC, its users and the community.
- Provides feedback on the Lumen WRUC business systems, practices and processes including records management.
- Takes a positive, pro-active and a practical approach to Lumen WRUC service delivery, acknowledging that all Lumen WRUC staff will be required to perform a range of tasks at times.

General

- Any other duties as required.
- Be an active and engaged partner with the Corporate & Community Services Team, who adds value by completing high quality work, is a positive team member and strives to support the values we seek to foster in our organisation.

Performance of Duties

- While on duty, staff will give their whole time and attention to the Shire of York's business and ensure that their work is carried out efficiently, economically and effectively, and that their standard of work reflects favourably both on them and on the Shire.
- Staff must also perform their duties impartially and in the best interests of the Shire of York uninfluenced by fear or favour.
- The Shire of York recognises its legal obligations under the *Equal Opportunity Act, 1984* and amendment 1992 and will actively promote equal opportunity based solely on merit to ensure that discrimination does not occur on the grounds of gender, age, marital status, pregnancy, race, disability, religious or political convictions.
- Staff must comply with all Shire policies and procedures including but not limited to *Policy 08 Employee Code of Conduct*.
- Staff must comply with *State Records Act 2000* Record Keeping requirements and legislation. All employees of the Shire of York are responsible for ensuring the records relating to the business activities of the Shire are captured into the electronic record system.
- The Council is committed to Work Health and Safety in all areas of the Shire's operations and requires you to comply with the requirements *Work Health and Safety Act 2020 WA*.

Required Skills and Qualifications

Essential

- Sound computer, keyboard and numeracy skills with ability to learn new programs and systems.
- Well-developed communication and interpersonal skills with sound PR and telephone skills
- Sound problem solving, negotiation and follow up skills
- Ability to multitask and work as an effective member of a team.
- Sound administrative skills in record keeping, time management and organisation skills
- Ability to demonstrate patience, integrity and empathy in dealing with customers.

Level of Authority and Organisational Relationships

Reports to:

Community Development Officer

Direct Reports:

Nil

Extent of Authority: Delegations or approvals as directed by the Council, CEO or Executive Manager

Internal Liaisons:

Manager Community & Place
Community Development Officer
Manager Tourism & Economic Development
CEO and Executive Managers
Administration and Finance Team
Shire Staff

External Liaisons

Lumen WRUC
Department of Primary Industries and Regional Development

Clubs and recreation bodies, Community organisations and individuals, Schools and social groups
Local businesses and tourist operators, Community, ratepayers and public, Students
Regional bodies and other Local Governments, State and Federal Government Agencies and Funding
bodies.

Conditions of Employment: Part Time (2 days per week)

Classification: Level 3 - Inside Staff EA

Location: Community Resource Centre (CRC)

Position and Conditions Acceptance

Employee Name: _____

Signature: _____

Date: _____

Direct Manager Name: _____

Signature: _____

Date: _____

Last Position Description Review Date: / /

Next Review Due Date: / /