

Position Description

Senior Customer Service Officer

<i>Directorate</i>	Community Development
<i>Department</i>	Libraries, Customer Service & Local History
<i>Job Family</i>	Officer
<i>Reports to</i>	Manager Libraries & Local History
<i>Direct Reports</i>	Customer Service Officer (Tom Price) Library & Customer Service Officer (Onslow, Paraburdoo, and Pannawonica)
<i>Location</i>	Onslow, WA Paraburdoo, WA
<i>Industrial Instrument</i>	Shire of Ashburton Industrial Agreement 2026
<i>Classification</i>	Level 4

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 operational leadership, business support and service coordination across the Libraries, Customer Service and Local History portfolio. The position is responsible for overseeing customer service administration, records management, cemetery administration, reporting, compliance activities and administrative systems while supporting consistent service delivery across all Shire locations and enabling the Manager Libraries & Local History to focus on strategic leadership and service development. The role requires regular travel between Shire locations to support staff, coordinate service delivery and maintain operational consistency across the portfolio.

Key Role Outcomes

- Coordinate customer service, library administration, cemetery administration and portfolio support functions across all Shire locations.
- Provide day-to-day operational leadership, guidance and support to Customer Service Officers and Administration Officers - Library & Customer Service.
- Monitor and coordinate Customer Action Requests (CARs), customer enquiries and service requests to ensure timely resolution and quality customer outcomes.
- Oversee administrative systems, records management practices and compliance activities to support effective and accountable service delivery.
- Coordinate procurement, purchasing, contractor administration and business support activities across the portfolio.
- Prepare and maintain reports, statistics, correspondence and operational documentation to support decision-making and organisational requirements.
- Support workforce planning, service continuity and workload allocation across locations to maximise efficiency and customer service outcomes.
- Identify, develop and implement continuous improvement initiatives that enhance customer service, administration and operational performance.
- Build collaborative relationships with internal and external stakeholders to support service delivery and community outcomes.
- Undertake regular travel to regional service locations to provide operational support, staff guidance, service coordination and business continuity across the portfolio.

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	Advanced: Promotes and monitors safe work practices across the portfolio and supports the implementation of workplace health and safety systems, procedures and compliance requirements. Leads by example and contributes to a positive safety culture.
Accountability	Advanced: Works under broad direction and is accountable for coordinating operational activities, service standards, compliance outcomes and administrative functions across multiple service areas. Responsible for managing priorities, monitoring progress and achieving agreed objectives.
Judgement and Decision Making	Advanced: Exercises sound judgement and discretion in resolving operational issues, allocating resources, interpreting procedures and addressing customer and organisational matters. Makes recommendations on complex matters and escalates strategic issues as required.
Time Management	Advanced: Effectively manages competing priorities, deadlines and operational demands across multiple locations and service functions. Assists others to prioritise workload and resources to achieve service outcomes.
Customer Service	Advanced: Provides leadership in customer service delivery and promotes consistent, high-quality service standards across all locations. Resolves complex customer



matters and supports a culture of customer-focused service delivery.

Financial Management

Intermediate: Monitors expenditure, supports budget management, procurement and purchasing activities, and ensures compliance with organisational financial procedures and delegated authority requirements.

Leadership

Advanced: Provides day-to-day leadership, guidance, mentoring and support to staff across multiple locations. Promotes collaboration, accountability, continuous improvement and achievement of organisational objectives.

Role Specific Competencies

These are the specific competencies required of the role.

Competency	Required Level
Problem Solving	Advanced: Analyses operational issues, customer service challenges and service delivery requirements and develops practical solutions across multiple service areas.
Policy or Legislative Interpretation	Advanced: Interprets and applies organisational policies, procedures, local laws and relevant legislation to support service delivery, compliance and administrative decision-making.
Supervision Skills	Advanced: Provides leadership, direction, coaching and support to staff while monitoring performance, workload and service standards.
Conflict Resolution	Advanced: Manages complex customer concerns and operational issues, facilitating positive outcomes and maintaining stakeholder relationships.



Communication Skills

Advanced: Demonstrates highly developed written and verbal communication skills and the ability to communicate effectively with employees, community members, contractors and external stakeholders.

Report Writing

Advanced: Prepares reports, correspondence, briefs, procedures and operational documentation for management and organisational use.

Administration Skills

Advanced: Designs, implements and manages administrative systems, processes and controls to support effective operations and compliance.

Records Management

Advanced: Oversees records management practices and ensures compliance with legislative and organisational requirements.

Service Coordination

Advanced: Coordinates activities, resources and workloads across multiple locations and service areas to achieve organisational objectives.

Continuous Improvement

Intermediate: Reviews processes, identifies opportunities for improvement and assists in implementing service enhancements and efficiencies.

Licenses, Registrations, Memberships or Qualifications Required of Role

- Minimum C Class Driver's Licence.
- Current National Police Clearance (within 6 months of commencement).
- Current Working with Children Check or ability to obtain.
- Certificate III in Business, Customer Service, Library Services, Administration or a related discipline is desirable.

Experience, Skills, Knowledge Required of Role

- Demonstrated experience in customer service, administration, business support or local government operations.
- Experience coordinating administrative functions, customer enquiries, records management systems and operational processes.



- Demonstrated experience providing leadership, guidance or supervision within a customer-focused environment.
- Well-developed interpersonal, consultation and stakeholder engagement skills.
- Strong organisational and time management skills with the ability to manage multiple priorities and competing deadlines.
- Demonstrated ability to prepare reports, correspondence, statistics and operational documentation.
- Experience using corporate software systems, records management systems and Microsoft Office applications.
- Ability to exercise sound judgement, initiative and discretion when dealing with sensitive information and complex customer matters.
- Knowledge of customer service operations, records management, local government administration, cemetery administration or community services is desirable.
- Demonstrated commitment to continuous improvement and organisational excellence.

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.

