

INFORMATION PACKAGE

Shire of East Pilbara

Customer Experience Officer

Job code: #031

Permanent, Full Time or Part Time | Newman | Living Allowance up to \$13,125 p.a.

Delivering seamless solutions for the community we serve.

The progressive Shire of East Pilbara, the largest local Government Authority in Western Australia, servicing the town sites of Newman, Marble Bar, Nullagine and local communities, is offering an exciting opportunity to join our team.

Join the journey to creating the incredible as our **Customer Experience Officer**

Do you have?

- Previous experience in a Customer Service function/administration function
- Good knowledge of and experience in the usage of computer systems and software packages
- Current WA "C" Class Drivers Licence

To be successful in this role you will have developed communication and interpersonal skills with the ability to work autonomously and in a team environment. You will have developed time management, self-management and organisation skills with excellent customer

service skills and the ability to maintain positive stakeholder relationships.

Join a Team working with passion and purpose aimed at proactively achieving the Shire's Vision and Objectives while living its values of **Leadership** with **HEART -Honesty, Excellence, Accountability, Respect and Teamwork.**

To Apply

Please submit a current Resume and Cover Letter addressing the Essential Criteria in up to three pages via our website: <http://www.eastpilbara.wa.gov.au/> where the Application Package along with the Position Description can also be downloaded. If you are unable to apply via our website, please submit your application by emailing recruitment@eastpilbara.wa.gov.au.

The Shire of East Pilbara is committed to eliminating all forms of discrimination in the provision of our services. We embrace diversity and strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds and people with disabilities.

Closing date:

Applications for this position are open until a suitable pool of candidates is received. This means vacancy may close without notice. If you are interested in this position, we highly recommend you apply as soon as possible.

For enquiries relating to the application or recruitment process, please contact **People & Culture** on (08) 9175 8000 or recruitment@eastpilbara.wa.gov.au

www.eastpilbara.wa.gov.au

Shire of **EAST**
Pilbara
THE HEART OF THE PILBARA

POSITION DESCRIPTION

Shire of East Pilbara



Position Title

Customer Experience Officer

Directorate

Community Experience

Reports to

Manager Customer Experience

Position Number

#031

Position Level

LGIA 3/4

Position Summary

To contribute to the efficient and effective operation of the Shire of East Pilbara through providing a confidential, high standard of customer and administration services. Based at the Reception area, as the first point of contact for incoming calls, and front counter enquiries, you will follow established customer service and administration processes and procedures within the section to ensure a high standard of customer and administration services and a high degree of confidentiality and professionalism.

Position-Level, Principles, Obligations & Accountabilities

The primary outcomes of this position type include:

- Supporting and promoting the “culture” and “values” of the Shire of East Pilbara evidenced through personal commitment, personal behaviour, language and the achievement of results;
- Contributing to employee and customer satisfaction, engagement and excellence;
- Collaboratively participating in teams to deliver projects and outcomes for and on behalf of the Shire;
- Effectively communicating and cooperating with internal and external stakeholders as applicable to maintain positive relationships with the Shire;
- Actively contributing towards the achievement of financial efficiencies and quality of service, as directed;
- Proactively report upon, and mitigate, risks.

Role Accountabilities

Customer Service/ Administration

- Provide a high level of customer service to internal and external customers.
- Provision of timely and quality service to customers.
- Timely and quality completion of customer service and administration functions.
- Actively participate in the ongoing development, compliance and promotion of customer service standards.
- Assist with information management and system support.
- Provide administration services to the organisation in line with established Shire guidelines, policies and procedures.
- Assist with the coordination of facility and equipment hire bookings to internal and external hirers ensuring effective delivery of services.
- Assist with the maintenance of the Shire’s Records Management System, contributing to compliance with relevant legislation and in accordance with Shire’s policies and Strategic Plan.
- Assist with the maintenance of the Shire’s Cemeteries Registers.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Ranger/ Emergency Management Support

- Support Ranger and Emergency Management administration including minutes and maintaining registers and contact details.
- Process animal registrations and renewals.



- Process notifications and infringements for Ranger Services including follow up with FER.

Team

- Work effectively within a team environment.
- Establish effective working relationships with team members and apply sound communication skills to resolve issues.
- Effectively manage time and prioritise tasks.
- Apply Occupational Safety and Health policies and procedures to maximise a safe working environment.
- Support and promote the Shire's Code of Conduct within the team and assist in the progression of the Shire's Strategic Plan.
- Undertake special projects in line with the position responsibilities.

Selection Criteria

(Applicants are required to address ONLY the Essential and Desirable criteria in their written application)

Essential Criteria

(to be considered for this role you must demonstrate the following skills and experience)

- Completion of Year 12 English and Mathematics
- Previous experience in a Customer Service function/administration function
- Good knowledge of and experience in the usage of computer systems and software packages
- Developed customer service skills
- Developed communication and interpersonal skills
- Developed self-management, time management and organisational skills
- Developed numeracy and bookkeeping skills
- Current WA 'C' Class Drivers Licence

Desirable Criteria

- Working knowledge of the local community and Shire functions

Remuneration details

Employment conditions in accordance with the Shire of East Pilbara Industrial Agreement 2024 (LGIA 2024)

Cash salary component:

- Base salary \$ 64,306 - \$ 82,045 per annum (pro rata for part time).
- Living Allowance up to \$13,125 per annum (pro rata for part time) is paid as per the Shire's policy and may be subject to change.
- 22% Superannuation includes: 12% Superannuation guarantee with an additional 5% to match employee voluntary contribution. The combined total of the Shire's contribution shall not exceed 17% of the specified salary.

Hours of Work:

- As per the Award, ordinary hours of work are 38 hours per week.
- This role can be offered full-time 38 hours per week or part-time 20 hours per week.

In addition:

- Annual uniform allowance up to \$440.
- 5 weeks annual leave and the eligibility to accumulate rostered days off (RDO) every 19 working days. RDO is for full-time staff only.
- Long Service Leave – Thirteen (13) weeks after ten (10) year continuous Local Government services.
- Annual Leave Travel Assistance – following twelve (12) months completion of service, one (1) return economy airfare to Perth, based on the cost of an airfare from Newman.

Accommodation:

- Is not provided with this position.

Other Benefits and services:

- Discounts for staff for the use of recreation and aquatic centre facilities.
- Professional development is encouraged and promoted by providing staff training as necessary.

INFORMATION FOR APPLICANTS

Shire of East Pilbara

Employment Considerations

To be considered for a position at the Shire of East Pilbara, applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check
- Current National Police Clearance
- Hold the appropriate rights to work in Australia
- Completion of a pre-employment medical

General accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability for their observable attitudes, behaviour, and conduct. Obligations regarding these are contained in other documents such as:

- The Shire's Code of Conduct;
- Management directives and approved policies and procedures;
- Staff Values and behavioural commitment statements;
- Other lawful and reasonable directions from the employer, and particularly those relating to General Accountabilities of government employees.

Application

Your application should include a covering letter explaining your interest in the position (no more than three pages) and a current resume detailing your qualifications, experience and attributes for the position. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties.

Supporting an Inclusive and Diverse Workforce

The Shire of East Pilbara is an Equal Opportunity employer we recognise that our workforce is strengthened by diversity and actively foster an inclusive workplace.

Medical Examination

Following the interview process, the successful applicant will be required to undergo a medical examination. Full documentation for the requirements of the position will be given to the medical practitioner prior to the examination and the medical examination costs are paid by Council. Existing illness will not necessarily preclude an appointee from the selection process.

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About The Shire Of East Pilbara

For the keen explorer, the Shire of East Pilbara is Australia's largest Shire, offering a diverse mix of desert sands from the Great Sandy and Gibson Deserts to the pristine coastal reserve of Cape Keraudren.

There are three towns in the Shire of East Pilbara: Newman, Marble Bar and Nullagine; each offering something unique.