



City of
Kalgoorlie
Boulder

Position Description

Position Title: Senior Officer Customer Experience and Support

Position Details

Position Number	3219
Position Classification	Level 7/1 – 7/7
Status	Permanent – Full Time
Directorate	City & Community
Work Location	Administration Building
Reports To	Manager Community Development
Supervisory Responsibility	Customer Service Officers, Community Development Support Officers (casual)

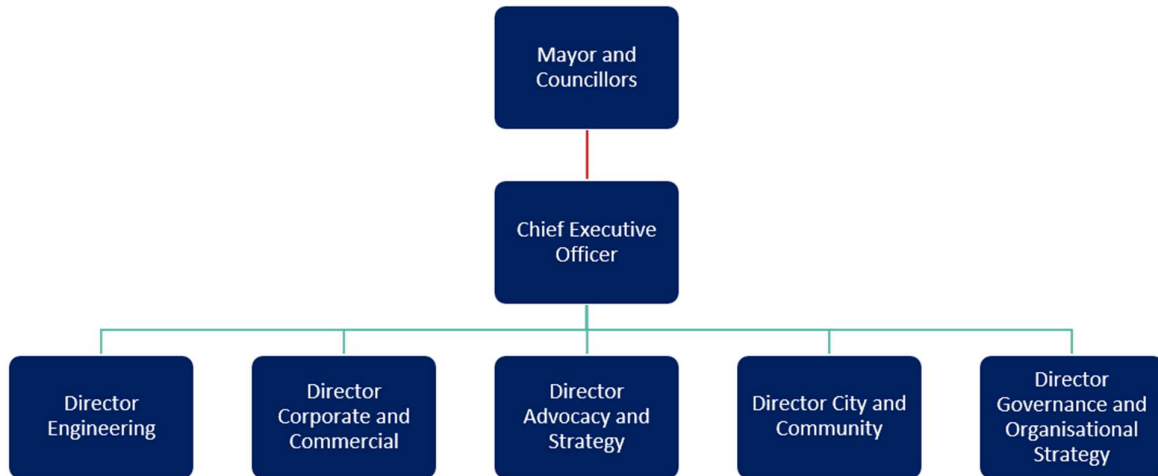
Organisational Overview

The City of Kalgoorlie-Boulder is a thriving regional city covering an area of 95,000 km² and home to over 30,000 people.

The City owns and manages contemporary community facilities, hosts a range of first-class events, and provides significant community investment in grants and sponsorships.

The City employs 400 plus staff members who operate out of eight City facilities. The Council employs the CEO, who is supported by the Executive Leadership Team, whose structure is set out below.

Organisational Structure



Vision, Mission and Corporate Values

VISION

Connected by its many communities, abundant in economic and lifestyle opportunities.

By 2050, Kalgoorlie-Boulder is a thriving, sustainable, and globally connected regional city — shaped by our Goldfields legacy and a rich Aboriginal heritage.

Kalgoorlie-Boulder is more than a place to live — it's a place of opportunity and innovation, where diverse industries, quality infrastructure, and lifelong learning contribute to a city where families and businesses grow and prosper, communities connect, and visitors feel welcome.

MISSION

'Working together for the place and people we call home.'

ACTRITE

Our Values for Performance and Accountability

Guiding our culture of performance, integrity, and impact

- A Accountability** We take ownership of our actions and outcomes, delivering on our commitments.
- C Collaboration** We work together with shared purpose to achieve common goals.
- T Teamwork** We support one another, celebrate success and grow stronger together.
- R Respect** We treat others with dignity, value diverse perspectives and build inclusive relationships.
- I Integrity** We act with honesty, fairness, and ethical responsibility in all we do.
- T Transparency** We communicate openly, share information freely and foster trust.
- E Excellence** We pursue high standards, continuous improvement and impactful results.

Together, we ACTRITE.

Position Overview and Purpose

This position is responsible for leading the City's customer service and community development support functions to ensure the delivery of high-quality, responsive and customer-focused services, providing operational leadership to Customer Service and Community Development Support staff, ensuring efficient business operations, procurement and financial administration, community engagement support and the effective delivery of customer-facing services.

Position Accountabilities

Key accountabilities

- Lead the operational direction, development, implementation and evaluation of the City's customer experience strategy and frameworks, including service standards and service channels, to drive service accessibility, community satisfaction and organisational reputation.
- Oversee day-to-day customer service operations across the City of Kalgoorlie-Boulder Administration Building and Customer Service Centre, including coordinating the customer service staff roster for approximately five staff, and lead the implementation of the Town Hall Customer Service Hub. Duties require regular computer-based work and periods of sitting, standing and walking between customer service and administration areas.
- Establish and maintain effective relationships with internal business units to support coordinated service delivery and ensure the accuracy, consistency and timely dissemination of customer information, including coordinating regular Departmental Information Sessions.
- Lead the development, implementation, monitoring and periodic review of the City's Customer Service Charter and associated service standards.
- Oversee implementation and delivery of a complete call centre service to both the general public and internal extension users, involving regular telephone, computer, keyboard and document-based work.
- Provide oversight of customer enquiry and complaint management processes and support staff in resolving complex, sensitive or escalated customer enquiries and complaints, including liaising with relevant City departments to facilitate timely, consistent and customer-focused outcomes. The role requires frequent verbal communication, active listening, sound judgement, adaptability and the capacity to engage professionally with challenging customers.
- Establish and maintain effective relationships with community stakeholders and customers, and support external community consultation and engagement activities that strengthen trust, responsiveness, connection with the City and positive community outcomes. Duties may involve a combination of seated, standing and mobile work in office and customer-facing environments.
- Lead the delivery of high-level administrative, business and operational support across the Community Development portfolio, including programs, projects, grants, events, facilities, sponsorships and strategic initiatives, ensuring effective governance, records management, reporting compliance, efficient service delivery and alignment with organisational objectives. Duties include regular computer and document-based work; handling files, documents and office materials generally weighing less than 5 kg; occasional lifting of paper boxes weighing up to approximately 12 kg; reaching, bending or crouching to access stored resources; and occasionally pushing a loaded trolley weighing up to approximately 40 kg over distances of up to 50 metres.
- Oversee cash-handling, receipting, payment reconciliation, procurement and financial management processes for Community Development teams, including purchase orders, requisitions, invoices and

budget monitoring, ensuring compliance with legislative, financial and organisational requirements.

Duties may include handling cash, records and payment equipment weighing less than 2 kg, and carrying cash tills or related items weighing less than 5 kg.

- Maintain and continuously improve operational business systems, data management processes, customer information resources and knowledge management platforms, ensuring information accuracy, accessibility, data integrity and compliance across relevant systems. Duties involve regular computer use and repetitive keyboard and mouse activity.
- Provide high-level advice and recommendations to the Manager Community Development on customer experience, business operations, service delivery improvements, resource management and emerging community needs to inform organisational planning, service innovation and continuous improvement across the Directorate.

Key Performance Indicators

- Oversee delivery of relevant Customer Service actions and complete all required PULSE Corporate Reporting for the Customer Experience Strategy, including level of service delivery - Quarterly, ongoing.
- Work with IT to develop accurate call reporting and recording system for monthly management meetings – ongoing.
- Establish a call centre for enhanced customer service delivery across all business units.
- Oversee the coordination of a multi skilled pool of casual staff to provide enhanced business support to the entire organisation.
- Lead and deliver on cultural change in the community development Directorate

Judgement & Decision Making

- Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work.
- Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor.
- Apply legislation and Council policy direction to decision-making with guidance from the Manager.
- Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards.
- Apply knowledge and skills to ensure consistent quality outcomes.

Skills & Knowledge

- Demonstrated experience leading and developing customer service, administration or business support teams, including workforce planning, performance management, coaching and capability development. Demonstrated ability to manage competing operational priorities, service delivery requirements and organisational resources.
- Extensive knowledge of contemporary customer service practices, customer experience principles and service improvement methodologies.
- Highly developed customer service, stakeholder engagement and relationship management skills, including the ability to resolve complex customer enquiries, complaints and sensitive matters.
- Sound knowledge and practical experience in procurement, purchasing, financial administration, budget monitoring, contract administration and associated governance requirements.
- Demonstrated experience implementing and improving business systems, administrative processes and service delivery frameworks.



- Highly developed written and verbal communication skills, including report writing, presentation development and stakeholder communication.
- Highly developed analytical, problem-solving and decision-making skills, with the ability to exercise sound judgement, initiative and discretion in complex situations.
- Advanced Microsoft Office Suite skills.
- Advanced proficiency in business systems, customer relationship management, records management and performance reporting, including the ability to analyse, interpret and present operational data.
- Knowledge of workplace health and safety requirements.
- Sound understanding of records management, governance, compliance and legislative obligations.
- Current satisfactory National Police Clearance.
- Current WA "C" Class driver's licence.

Desirable

- Qualification in Business Administration, Management, Community Development, Public Administration or a related discipline.
- Experience working in Local Government or knowledge of Local Government legislation, regulatory and procurement frameworks.

Corporate Accountabilities

Behavioral Responsibilities

- **Accountability** - We take ownership of our actions and outcomes, delivering on our commitments.
- **Collaboration** - We work together with respect and shared purpose to achieve common goals.
- **Teamwork** - We support one another, celebrate collective success and grow stronger together.
- **Respect** - We treat others with dignity, value diverse perspectives and build inclusive relationships.
- **Integrity** - We act with honesty, fairness and ethical responsibility in all we do.
- **Transparency** - We communicate openly, share information freely and foster trust.
- **Excellence** - We pursue high standards, continuous improvement and impactful results.

Corporate Responsibilities

- Adhere to all City of Kalgoorlie-Boulder policies and procedures.
- Understand the principles of strong customer service and undertake duties in accordance with the City's Customer Service Charter.
- Ensure that all stakeholders are dealt with in a timely, courteous, and professional manner.
- Takes responsibility for and actively undertakes risk management activities in accordance with the City's Risk Management requirements.
- Promote positive and collaborative culture and values of the organisation through open, fair, and transparent decision-making and ethical, professional behaviour.
- Ensure that you take reasonable care to ensure your own health and safety and that of others.