



CUSTOMER SERVICE OFFICER (CARNAMAH) POSITION

Carnamah is a vibrant country district with a tranquil lifestyle, offering vital services, employment and education opportunities, an engaging passionate community and exquisite natural landscapes.

The Shire of Carnamah is in search of a full time Customer Service Officer for the Carnamah Administration Office.

This permanent position is offered under *the Local Government Officers (Western Australia) Award 2021* as a Level 3 with hours of employment being Monday - Friday from 8am – 4.36pm. The Shire is offering the right candidate an employment package that includes a salary of between \$53,740 to \$56,160, 4 weeks annual leave, sick leave, 11.5% superannuation and a potential housing subsidy.

Information, including a job description and selection criteria, are available at:
www.carnamah.wa.gov.au.

For further information, please contact Ian Walsh, Deputy Chief Executive Officer on (08) 9951 7000 or email dceo@carnamah.wa.gov.au .

Written Applications marked “Confidential – Customer Service Officer Position” and addressed to the Chief Executive Officer will be received until noon on Tuesday 28 November 2023 either by:

Post: PO Box 80 Carnamah WA 6517; or
In Person: 33-37 Macpherson Street, Carnamah; or
Email to: executive1@carnamah.wa.gov.au

Robert Paull
Chief Executive Officer

POSITION DESCRIPTION - SHIRE OF CARNAMAH

Job Title:	Customer Service Officer	Position Number:	CSO09012023
Level/Grade: Position Type:	Level 3 Full time	Classification	Local Government Officers' (Western Australia) Award 2021
Department	Office of Corporate Services	Location	33-37 Macpherson Street, Carnamah WA 6517
Supervisor/Manager	Deputy Chief Executive Officer	Supervision of staff	Nil

ROLE AND SCOPE -

This is a brief outline of the key responsibilities and scope. Scope may include the level of guidance under which the job operates, range of assignments, and influence on results for the work function or program:

As the first point of public contact for the Shire of Carnamah, the primary function of this role is to ensure customer service requests and payments are accepted/receipted, processed, and recorded accurately in a timely manner, and that all incoming/outgoing correspondence is dealt with appropriately and efficiently. This role includes the co-ordination and execution of all office administration, as well as providing support to all other team members at the Shire of Carnamah.

****Individuals undertake their duties and responsibilities in accordance with the Shire's Code of Conduct, policies and procedures, and relevant Government legislation**.**

RESPONSIBILITIES OF THE POSITION AND BROAD OUTLINE OF DUTIES

Under the immediate direction of the Deputy Chief Executive Officer:

CUSTOMER SERVICE: Objective – As the first point of contact with customers and stakeholders it is imperative that this role promotes and projects Council's commitment as a Customer focused organisation with adherence to Customer Service standards.

Duties include:

- Deliver quality information and services through face-to-face, telephone and email to both staff members and customers.
- Process customer requests and payments received and answer all incoming calls via the front counter in a professional and timely manner.
- Liaise as required with staff of the Shire to gain information and to resolve customer issues.
- Be aware of current Council activities and services to provide timely and appropriate information to the community.
- Advise Deputy CEO of customer service trends and assist with proactive strategies to ensure best practice customer service.
- Attend to enquiries about the hire and use of Council facilities.
- Provide tourism information to address counter and telephone enquiries (update information as required).
- Oversee and maintain the library service, including monthly library exchanges, VDX requests and Borrow Box e-books.
- Adhere to Customer Service standards, principles, and policies.

CASHIER: Objective - To manage all customer transactions with customers accurately and efficiently.

Duties include:

- Undertake cash balancing and end of day banking.
- Provide pre-bank receipts when required.
- Reconcile daily processing and print financial reports.
- Operate Department of Transport licensing systems.

POSITION DESCRIPTION - SHIRE OF CARNAMAH

- Process dog and cat registrations and maintain associated records and supplies.
- Raise Debtor Invoices.
- Process power meter readings.

ADMINISTRATION: Objective – To support management and all staff and possess a highly motivated, enthusiastic, and friendly attitude to achieving a smooth operation on behalf of Council.

Duties include:

- Manage the operation of the office photocopier and undertake its monthly meter readings.
- Ensure all office stationery, including toner, paper and Department of Transport forms are in stock, and re-order when supplies run low.
- Maintain front counter diary and Shire email inbox, and forward correspondence to relevant staff.
- Maintain key register.
- Maintain supplies of tea, coffee etc.
- Assist with Election activities when required.
- Support Council's policies and procedures, code of conduct and relevant legislation.
- Promote and project 'Customer First' commitment for the Shire of Carnamah.
- Assist other staff members as required.
- Provide backup for production of Carnamah Mat and Eneabba News

Workplace Health and Safety (WHS): RESPONSIBILITY

- Exercise a duty of care by working in a safe and efficient manner, ensuring own safety and others.
- Identify, assess, and control risks in the workplace.
- Report accidents, incidents, and property damage in the workplace immediately.
- Use appropriate personal protective equipment and adhere to workplace safety guidelines

SKILLS AND EXPERIENCE:

Special Conditions:

- This position may require attendance for out of hours work to meet Council's demands when agreed and as directed by the Deputy Chief Executive Officer.
- Police Clearance.
- Medical Clearance.
- Current driver's license is of benefit but not essential.

Qualifications:

- Completion of year 10 with English and Math's.
- First aid certificate, (not essential but is an advantage).

Experience:

- Minimum 2 years previous experience in a similar role/industry.
- Highly competent in cash handling, administration, and clerical duties.
- Experience in Local Government is preferable.

Skills:

- Intermediate Microsoft Office skills (Word, Excel, PowerPoint, and Outlook) and with Council's other main IT applications.
- Well organised and able to meet deadlines.
- A strong quality customer service focus and demonstrated ability to relate to people from various backgrounds.
- Communication and Interpersonal skills characterised by patience, clarity, and empathy at a personal, written and telephone level, and the ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome.



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- Ability to develop and maintain positive working relationships with staff and work in conjunction with them to ensure the smooth operation of the Shire.

PERFORMANCE GOALS:

The level of performance must meet and or exceed set Key Performance Indicators (KPI'S)

- Complete administration and accounts tasks on time.
- Ensure front counter diary and management of meeting rooms is up to date.
- Efficiently handle queries and complaints via phone, email, and general correspondence.
- Manage office supplies such as stationery, equipment, and furniture.
- Be well organised and meet deadlines.
- Always maintain confidentiality.
- Professionally assist, develop, and maintain positive working relationships with colleagues.
- Use initiative and take responsibility for designated position.
- Additional KPIs for this position are set during the employee's annual performance review.

Reviewed By:	Ian Walsh	Date:	6 November 2023
Approved By:	Robert Paull	Date:	6 November 2023



EMPLOYMENT PACKAGE FOR APPLICANTS

About the Shire of Carnamah

Looking for a lifestyle change? Like to work in an attractive rural environment 300 kilometres north of Perth and a pleasant 1 hour drive to the pristine west coast?

Carnamah is a quiet, pleasant town located in an agricultural region with a district primary/high school, and good recreational, medical and shopping facilities. It is also a popular tourist destination, especially in the wildflower season.

The Shire of Carnamah actively welcomes, includes and values the unique contributions of all people in its workplace. The Shire welcomes applications from all age groups, people with a disability, and those from diverse ethnic and cultural backgrounds. We are proud to be an equal opportunity employer with strong commitment to fitness for work and safety in the workplace.

Benefits which we may offer:

- Up to 11.5% Superannuation
- 20 Annual Leave days (17.5% loading)
- Flexible working arrangements
- Career opportunities
- Study Assistance
- Subsidised housing
- Access to Employee Assistance Programme

How to apply for an advertised position:

Thank you for your interest regarding an advertised position with the Shire of Carnamah. These notes are applicable to all advertised positions with the Shire. They are provided to assist you in the preparation of your application and to help the selection panel judge your application amongst the other applications that will be received for the position.

Your application must include a covering letter, a statement addressing the selection criteria and a current CV/resume.

You will first need to refer to the Position Description for the advertised position you wish to apply to. The Position Description outlines the duties and responsibilities and includes the selection criteria which you must address. Please note, for any specific job-related information or to gain a better understanding of the role, please direct your enquiries to the contact person as noted in the Job Advertisement.



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Selection Criteria

This is the most important part of your application. The objectives and responsibilities section of the Position Description specifies the Selection Criteria for the role - essential and desirable knowledge, skills, experience, education and abilities required for the position. Consideration for interview is based upon a demonstration of your ability to meet each of the Criteria.

The following is a guide on how to address the Selection Criteria:

- Use each criterion in the Selection Criteria section as a separate heading.
- Write a paragraph under each heading stating your ability to meet the criteria. Provide evidence of past examples that support your statement.
- Try to ensure that you use work related examples to demonstrate your experience, knowledge and skills.
- As a general guide, your submission for each criterion should be no more than a half page per criterion.
- A useful format to follow for addressing selection criteria is the 'STAR' method. Using this method you break your paragraph into 4 sections:
 1. S = Situation - describe situation around the event.
 2. T = Task - describe the task you were required to perform.
 3. A = Action - describe the action you implemented to complete the task.
 4. R = Result - describe the result or outcome of the action you implemented to completed the task.
- Using the STAR format assists the reviewing Supervisor to assess your application.

Referees and references

It is not necessary to include written references or character referees as part of your application. However, if you choose to enclose written references you should provide copies only, originals may be requested at a later date.

It is required that you include the names and contact details of two (2) referees, who may be contacted directly by the Selection Panel. The referees you nominate should be able to comment on your recent (last 2-3 years) work experience. It is recommended that you advise your referees that you have nominated them.

Other documents

It is recommended that only copies of supporting documents be enclosed with your application to avoid loss or damage to originals. Nonetheless, the Shire may ask to sight the originals at a later time.

Contact number

Please provide a contact telephone number to facilitate inviting you for an interview or to enable clarification of any points arising from your application.



EMPLOYMENT PACKAGE FOR APPLICANTS

Application format

The Shire of Carnamah is pleased to accept all applications for positions (hand written or typed), however our preference, for administration purposes, is for applications to be typed and sent in via email as one document. All applications should be neat and legible for ease of reading by the selection panel.

Late Applications

In fairness to all applicants, late applications cannot be received without verbal approval prior to the closing time and date. In special circumstances the Shire of Carnamah may accept a late application when consent to such a request has been given by the recruiting Manager. As mentioned, such permission is to be sought before the closing date and time for applications.

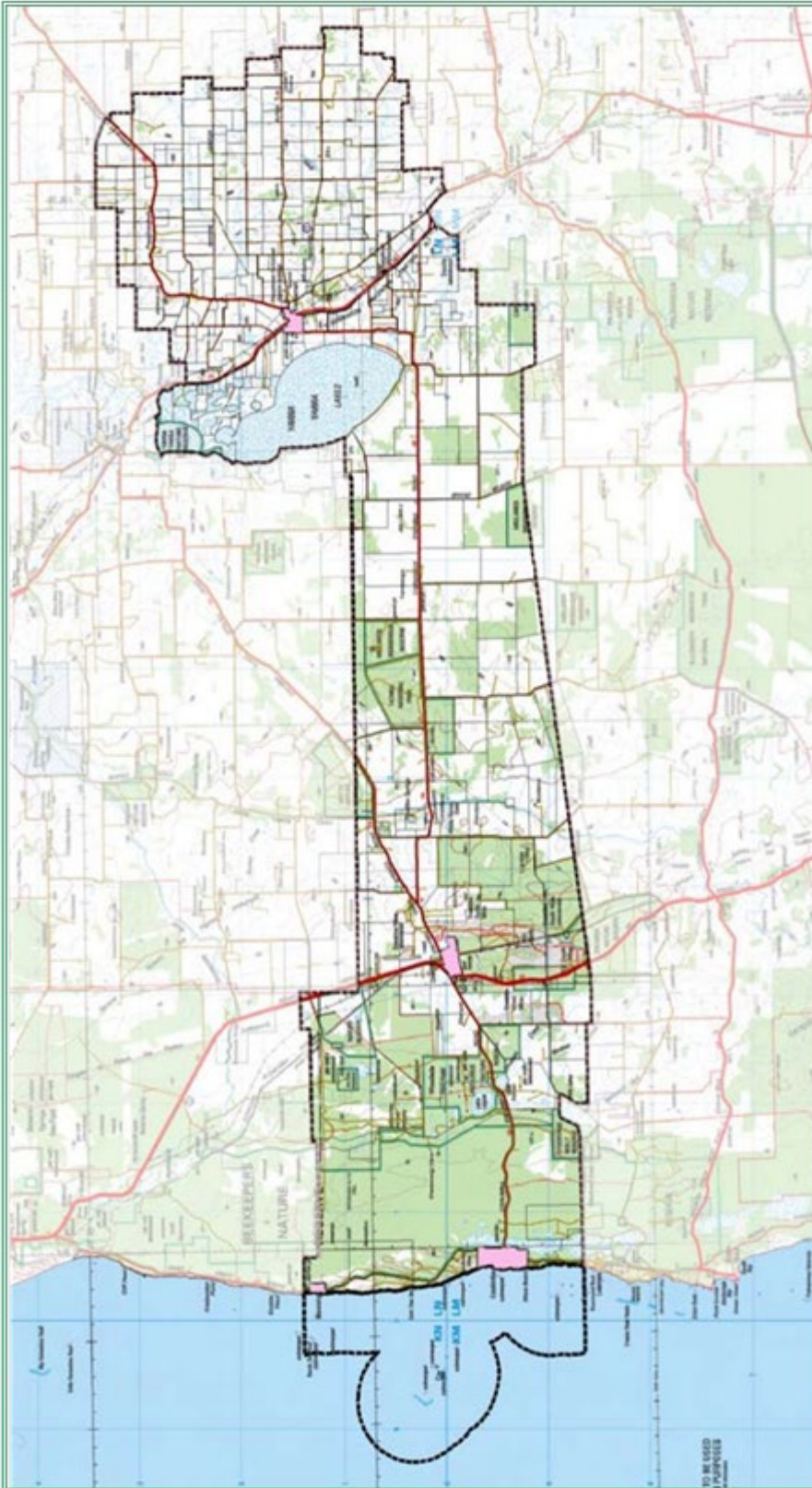
Address to forward applications

Applications should be addressed to the Chief Executive Officer, Shire of Carnamah, PO Box 80 CARNAMAH WA 6517. Applications can also be emailed to executive1@carnamah.wa.gov.au.

Conditions of Employment

Below is a sample of the key industrial and regulatory instruments that may form your minimum conditions of employment if you join the Shire of Carnamah (this list is indicative, not exhaustive):

- The Local Government Officers' (Western Australia) Award 2021
- The Municipal Employees (Western Australia) Award 2021
- Local Government Act 1995 (WA)
- Fair Work Act 2009 (Cth)
- Long Service Leave Act 1958 (WA)
- Occupational Health & Safety Act 1984 (WA)



The Shire of Carnamah is situated in the North Midlands region of the Mid West, Western Australia. The Shire extends from the coast for approximately 115km inland to its eastern border with the Shire of Perenjori.

The northern border is shared with the Shires of Irwin and Three Springs, whilst the south is shared with the Shire of Coorow. It has an area of 2873 square kilometres with 29 kilometres of undeveloped coastline.

The North Midlands is a vast region of some 33,977 square kilometres, covering six local government authorities – Carnamah, Coorow, Three Springs, Mingenew, Morawa and Perenjori. It extends from the coast to the pastoral hinterland. Its primary industries are listed below:

- Agricultural and pastoral activities, and the industries which service them.
- Mineral sands mining, rare earth refinery and gas production at Eneabba.
- Talc mining and processing at Three Springs
- Rock quarry and crusher.
- Rock lobster fishing on the coast

Eight of these towns, with a combined population of more than 3,000, are between 15 and 50 minutes from Carnamah, connected by sealed roads. With its District High School and business facilities, Carnamah is a focal point in the region.

Two towns are located within the Carnamah Shire:

- **Carnamah** is in the east, with a population of approximately 405 (including surrounding areas). It is the historical centre and the location of the Shire's administration. It contains a District High School, Day Care Centre, Post Office, Newsagency, Food Works, Service Station, Hotel, Hardware, Chemist and Doctor (one day per week), North Midlands Project and Police Station amongst other services and facilities. Carnamah is 308km north of Perth on the Midlands Road, 193km south-east of Geraldton, and about 100km from the coast.
- **Eneabba** is in the west on the Brand Highway, with a population of 143 (including surrounding areas). It is a relatively new town developed initially to service the new farming areas in the western half of the Shire. It was subsequently enlarged to service the mining of nearby mineral sands deposits. Eneabba is 280km north of Perth, 71km from Carnamah, and 29km from the coast.

The total resident population of the Shire is 552 (2021 Census).

The Shire provides a wide range of services to both Carnamah and Eneabba, including a library and office operated one day per week at Eneabba as an extension service from Carnamah. Grassed ovals, indoor recreation centres, swimming pools, gymnasiums and a variety of other sporting facilities are provided in both towns. Local government staff are stationed in both towns.

In addition to the extensive sport and leisure amenities provided in each town, the Shire has also developed a popular recreation facility at Lake Indoon, 12km west of Eneabba.

The economy of the Shire is broad in that the central and eastern areas comprise farming properties, whereas the western sector is the site of major sand mining operations and a natural gas field.

Supplementing farming and mining are a number of service industries located in both towns. Carnamah businesses include a fuel depot, rock quarry, agricultural machinery, transport carriers, mechanical services, agricultural agencies, banking, accountancy services, and a number of other trades and services.

Eneabba businesses include a general store and post office, roadhouse and mechanical workshop, smash repairers and accommodation units.