

POSITION DESCRIPTION

Position Title	Customer Service Trainee
Classification Level	As applicable in accordance with Schedule E of the Miscellaneous Award 2020
Directorate	Corporate Services
Department	Corporate Services
Reports to	Coordinator Corporate Services
Position Number	TBA

1 POSITION SUMMARY

Responsible for assisting the Corporate Services Team in providing high quality customer service for the Shire and its facilities. The role includes assisting customer services (including Shire operated facilities, visitor/tourist/camping, and cemetery/funeral bookings) and records management, while undertaking formal study.

2 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 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 efficiency and quality of service, as directed;
- Proactively reporting and mitigating, risks.

3 ROLE ACCOUNTABILITIES

Assist the Team with the following as directed by the Coordinator:

Customer Service/ Administration

- Providing a high level of customer service to internal and external customers;
- Provision of timely and quality service to customers;
- Ongoing development, compliance and promotion of customer service standards;
- Providing administration support services to the organisation in line with established Shire guidelines, policies and procedures;
- Assisting with the coordination of facility and equipment hire bookings to internal and external hirers ensuring effective delivery of services;
- Assisting with the maintenance of the Shire’s Records Management System;
- Assisting with the maintenance of the Shire’s Cemeteries Registers.

- Performing other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Ranger/Emergency Management Support

- Supporting Ranger and Emergency Management administration including minutes and maintaining registers and contact details;
- Processing animal registrations and renewals, as well as notifications and infringements for Ranger Services.

Team

- Working effectively within a team environment;
- Establishing effective working relationships with team members and apply sound communication skills;
- Effectively managing time and prioritising tasks;
- Applying Occupational Safety and Health policies and procedures to maximise a safe working environment;
- Supporting and promoting the Shire's Code of Conduct within the team.
- Undertake special projects in line with the position responsibilities.

4 SELECTION CRITERIA

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

- Willingness to learn and undertake TAFE level qualifications in Business or similar as approved by the Manager Human Resources.
- Well-developed computer literacy skills.
- Ability to maintain confidentiality.
- Skills in time management.
- Ability to communicate with a variety of people.
- Aptitude to understand and apply policies and procedures.
- Current WA 'C' Class Drivers Licence.

DESIRABLE CRITERIA

- Previous experience in work environments, particularly with administration and/or systems.
- Previous experience in a Local Government Authority.

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;
- Production of a valid Police Clearance of no more that 6-months old;
- Proof of full COVID vaccination;
- Hold the appropriate rights to work in Australia;
- Completion of a pre-employment medical.

5 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 such as employee integrity, confidentiality, Shire reputation, efficiency and efficacy, and fraud and corruption prevention.

6 RELATIONSHIPS

Responsible to:	PD178 Coordinator Corporate Services
Number of Staff Positions: (Directly Supervised)	Nil
Number of Staff Positions: (Indirectly Supervised)	Nil
Internal: All Shire Staff	
External: Residents of Newman, Local Community Groups and Organisations, Local Government and State Authorities and Records Management	

7 EXTENT OF AUTHORITY

Works under close supervision of the Coordinator Corporate Services and operational guidance of the Corporate Services Staff within established guidelines, procedures and policies of the Shire as well as Statutory provisions. Perform all other duties within the scope of the position as required.

8 POSITION ACKNOWLEDGEMENT AND ACCEPTANCE

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. From time to time, employees may be required to perform duties outside of their normal responsibilities as required to meet operational needs.

Signing this position description indicates an agreement and acceptance of the contents and conditions.

Employee Name:	Supervisor Name:
Employee Signature:	Supervisor Signature:
Date:	Date: