



Performance Profile

Customer Service Officer

Our Vision	Our Objectives	Our Values
A vibrant coastal community, connected to the environment, living the village lifestyle.	<ul style="list-style-type: none"> Enhance community connection and well-being. Operate as environmental custodians for the future. Support local jobs, industry, and small business and facilitate sustainable development. 	Consistency Sustainability Honesty Integrity Teamwork Transparency Respect
Our Commitment		
Protect what makes us special, improve our quality of life, and plan for future generations.		

Position:	Customer Service Officer	Direct Reports:	No direct reports
Department:	Corporate Services		
Reports to:	Senior Customer Service Officer		
Status:	Casual		

Performance Summary
<p>The Customer Service Officer is expected to:</p> <ul style="list-style-type: none"> Maintain the high level of customer service provided to the community. Strive to improve Council's relationship with the public. Be fiscally responsible. Be solution focused and have a 'can do attitude'. Be inspired and motivated as part of the Customer Service team. Champion the Shire's vision, values and mission statement.

Key Responsibilities

- Provide a high-level of customer service both internally and externally, whilst supporting the connection with our diverse community.
- Front Counter duties including receipting and banking of all Council revenue.
- Deliver Licensing/Department of Transport advice and undertake associated duties.
- Oversee new applications for kerbside waste collection services for the community.
- Undertake new dog and cat registrations for members of the community.
- Responsible for incoming calls as a first point of contact for the Shire.
- Accept new responsibilities, help team members, learn new skills and focus on organisational improvement.
- Provide ongoing backup and support to other Corporate Service Officer's.
- Undertake other duties as required by the Assistant Accountant.

Position Requirements

- A high level of experience in a Customer Service role.
- Developed literacy and numeracy skills.
- High level interpersonal skills.
- Provision of a current National Police Clearance.
- 'C' Class Driver's Licence.

General Accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability, obligation and responsibilities, attitudes, behaviour and conduct, as detailed in the Shire's Code of Conduct, including:

- Adhering to management directives and approved policies and procedures.
- Taking reasonable care to ensure personal safety and health at work of themselves and other persons.
- Adhering to lawful and reasonable directions from the employer and particularly those relating to employee integrity, confidentiality, Shire reputation, efficiency, fraud and corruption prevention.
- Respecting and maintaining Shire values and culture.

Certification

As the occupant of this position, I have noted and agreed to the values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME _____

SIGNATURE _____

DATE _____

MANAGER _____

SIGNATURE _____

DATE _____

PERFORMANCE PROFILE REVIEWED

DATE _____