

POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer - Waste & Fleet
DIRECTORATE - SECTION	Asset Services – Waste & Fleet Services
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Supervisor Resource Recovery

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

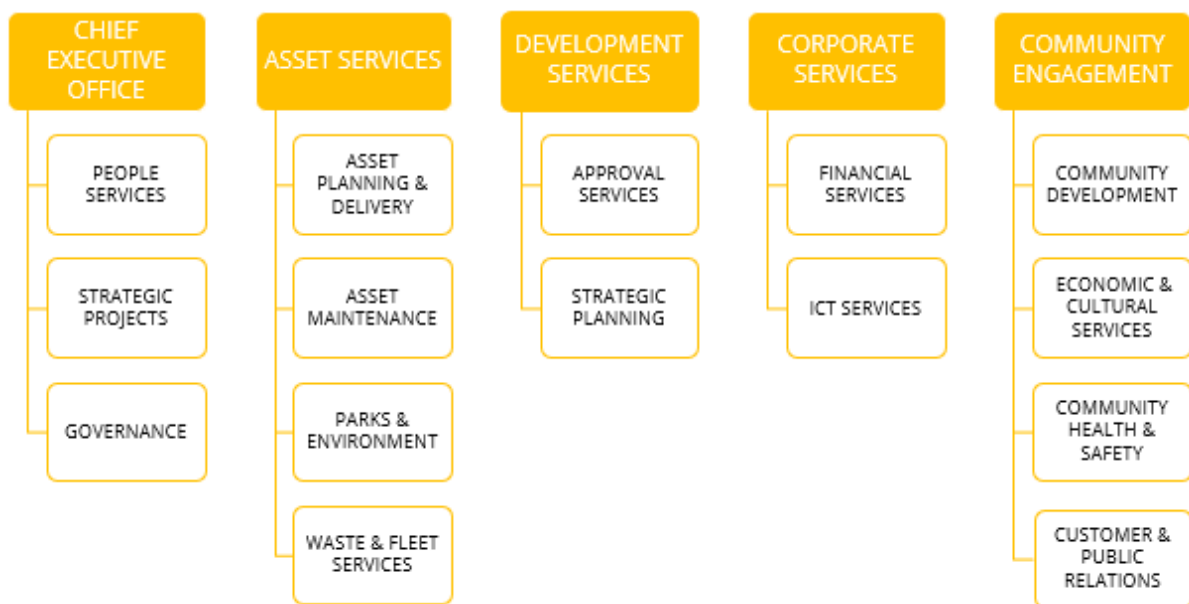
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

The purpose of this role is to provide exceptional customer service and administrative support to staff and customers of the City of Kalamunda. Working within the East & Fleet Services business unit this position is responsible for a wide variety of administrative activities to support the Manager, Coordinator and Supervisors.

KEY RESULT AREAS

CUSTOMER SERVICE

- Provide accurate, timely, courteous and professional advice and assistance to customers (internal and external).
- Manage customer service requests with the information provided by Coordinators and/or Supervisors.
- Resolution of standard customer enquiries relating to the area of responsibility.
- Encourage customer feedback by recording customer requests and working towards solutions and responses, keeping the customer informed on progress and liaising across business units to achieve desired outcomes.
- Provide an effective information service to customers for Asset Services by actively sourcing updates and sharing knowledge.

ADMINISTRATIVE SERVICE FUNCTIONS

- Prepare correspondence, draft reports, meeting agendas and minutes as required.
- Preparing bulk mail outs to customers.
- Provide assistance in formatting and presenting manuals (e.g. procedure manuals) and programs (e.g. inspection, maintenance and training programs).
- Assist Coordinator/Supervisor in planning works and activities including JSA, pre-starts, plant bookings, job codes (including private works), requisitions and purchasing.
- Maintain a register of contractors and suppliers and where required provide contact details to Supervisors.
- Assist and support the Manager/Coordinator/Supervisors in performing administrative functions and office management.
- Administration, data entry and report generation for specific applications and registers, as required.
- Assist in the development of media releases and other public relations services (including VMS).
- Document and manage incident reports for the team.
- Maintain training registers.
- Other projects as identified or requested by the Manager/Coordinators.

FINANCE SERVICE FUNCTIONS

Raise requisitions and purchase orders in SynergySoft with the approval of the Manager / Coordinator and provide information in relation to standing purchase orders and invoices.

ETHICAL BEHAVIOUR & COMPETENCY

Effectiveness of the role will require skills in problem solving as well as excellent skills in communication. Ensuring staff are led through effective planning tools, and difficulties arising within the team are swiftly dealt with, to maintain a culture of high performance.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Formal qualifications in Business Administration or any area relevant to the tasks performed by this role.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Demonstrated experience in providing excellent customer service to a wide range of stakeholders.
- Demonstrated experience in office management.
- Previous experience of 'IT Vision – Synergy Soft' integrated Local Government Software System.
- Previous experience of GIS mapping tools is desirable
- High level verbal and written communication skills.
- Demonstrated competency in the use of Microsoft Office applications.
- Demonstrated team membership skills.
- Established interpersonal skills.
- Good organisational skills.
- Demonstrated time management skills.
- Demonstrated attention to detail and accuracy in all facets of work.
- Demonstrated understanding of the need for prioritising, scheduling and monitoring multiple tasks / processes.
- Demonstrated understanding of Local Government roles and responsibilities
- Understanding of finance and procurement guidelines and principles in the local government context.
- Demonstrated ability to work within policies, procedures and follow WHS guidelines.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Waste Services
DATE PD REVIEWED/APPROVED: 16 August 2023
