

## POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer – Front Counter
DIRECTORATE - SECTION	Community Engagement – Customer & Public Relations
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Customer Relations Team Leader

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

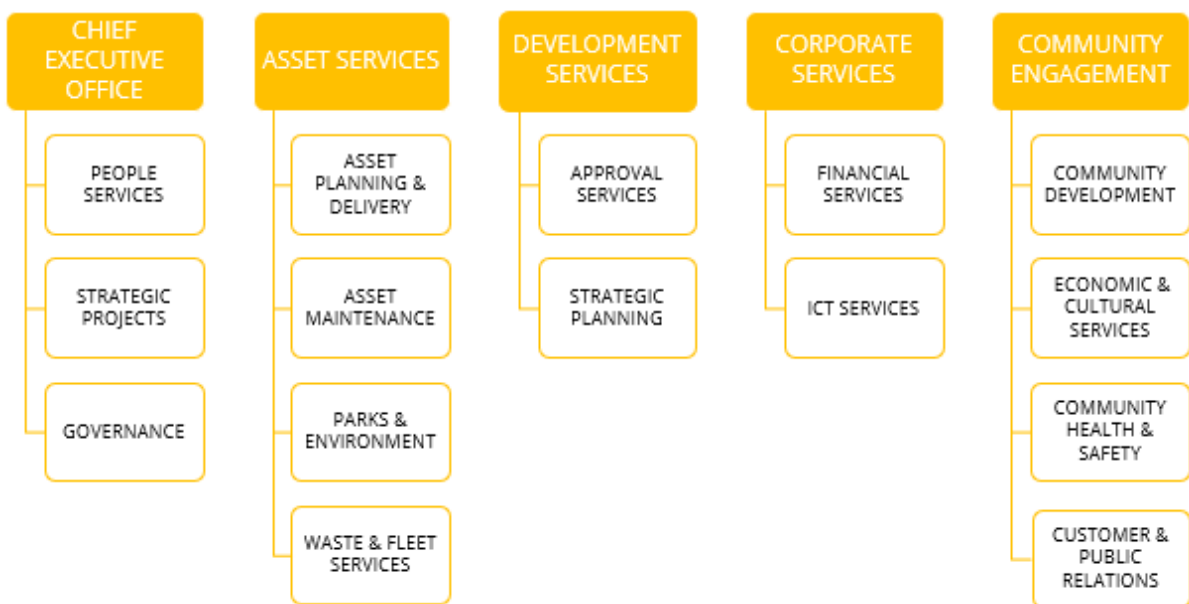
### OUR SIMPLE GUIDING PRINCIPLES

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

Provide effective and efficient customer services to the City of Kalamunda's customers.

## KEY RESULT AREAS

### CUSTOMER SERVICE

- Provide high levels of customer service by assisting with customer enquiries and through efficient and effective performance of duties.
- Deal directly, effectively, and promptly with a wide range of customers in a sensitive manner.
- Be the first point of contact to all visitors, managing the sign in process.
- Be the initial point of contact for taking details of complaints and forwarding details to the relevant departments for review.
- Respond to customer requests and complaints in a timely manner.

### COMMUNICATION

- Foster positive communication processes throughout the organisation and to external customers.
- Provide accurate high-quality information to customers in person, by phone, post and electronically.
- Take accurate detailed messages for Call Back Requests.
- Consult with internal staff members to determine corporate needs and establish methods/standards.

### OFFICE ADMINISTRATION

- Provide clerical support – processing various applications for City of Kalamunda business units.
- Accurate data entry.
- Maintain filing systems.
- Work with information systems and databases, including Synergy Soft to keep updated.

### CASHIER SERVICES

- Maintain cash floats.
- Process and receipt monies directly from the public and via mail remittance ie: cash, cheque, credit and debit cards.
- Receive, process and receipt monies remitted by mail, telephone and from Council outstations.
- Understanding of accounts
- Security measures including regular clearance of cash.

### 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)

- Relevant training or equivalent experience in a Customer Relations capacity.

## SELECTION CRITERIA

1. Demonstrated customer service experience (on the job training will be provided).
2. The ability to achieve high levels of customer satisfaction in an environment with high work volume and competing client priorities.
3. Commitment to teamwork and the maintenance of a supportive work environment.
4. A passion for learning about our organisation and the local community.

## 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.

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REVIEWED BY: Manager Customer & PR  
DATE PD REVIEWED/APPROVED: 22 May 2024

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