

POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer - Building
DIRECTORATE - SECTION	Development Services – Approval Services
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Coordinator Building Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

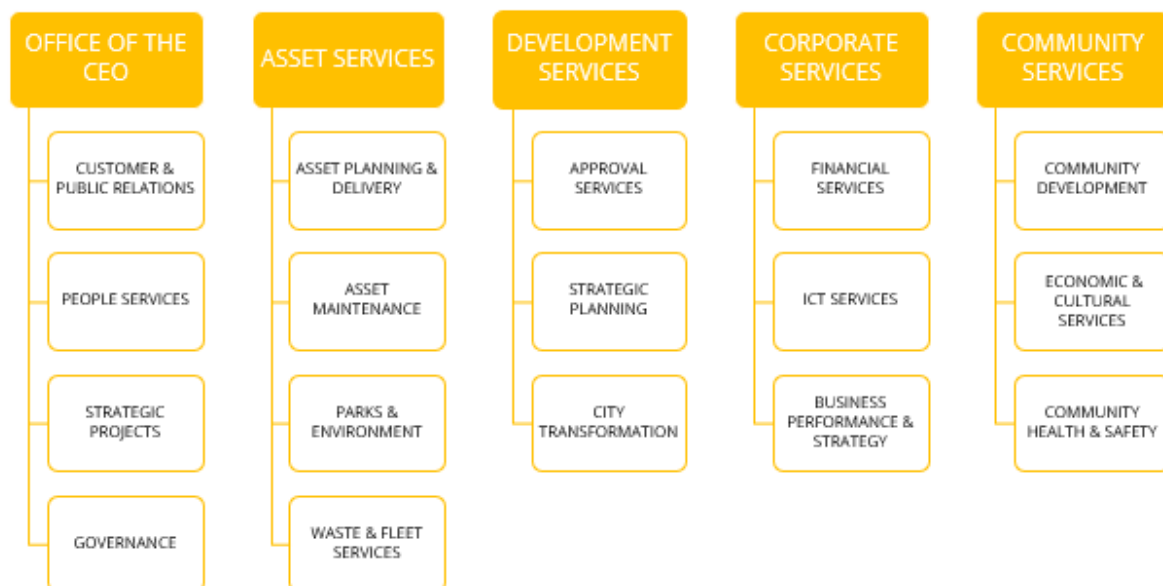
OUR SIMPLE GUIDING PRINCIPLES

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 high quality customer service as the initial contact for enquiries and information requests from both internal, external customers with regards to all building matters. To provide ongoing clerical and administrative support to Building Services by providing advice where readily available with respect to matters of Council policy, legislation, standards, specifications and procedures that is aligned to Council's strategic planning outcomes and strategies.

KEY RESULT AREAS

CUSTOMER SERVICE

- Proactively foster a culture of high-quality customer service throughout the City by consistently promoting a positive image of Council to the community.
- Assist customers with enquiries and complaints over the phone, at front counter or via email; providing accurate information or advice, or escalating queries where required, within the timeframes outlined by the customer service charter.
- Advise/liase with other Service Areas and Government Instrumentality's on both technical and non-technical matters.
- Respond to customer contacts by providing advice and information in a prompt, confident and courteous manner with respect to the business unit responsibilities on matters generally of a semi-technical nature unless otherwise documented or directed.
- Coordinate and administer complaints in the appropriate manner and follow-up as required.
- Identify ways of improving customer service to improve community expectations.

STATUTORY REQUIREMENTS

- Undertake the monthly Building Services Levy (BSL) reconciliation and forward to the appropriate government department.
- Dissemination of monthly statistical data.

ADMINISTRATION SUPPORT

- Provide administration support as directed to teams within Approval Services.
- Establish and maintain business unit and public information records and ensure that they are appropriately filed.
- Recording and actioning any requests or complaints.
- Processing of Zoning Certificates, Settlement Agency, and Real Estate enquiries.
- Provide cover assistance within the Approval Services teams when other CROs are on leave.

BUILDING APPLICATIONS

- Initial checking and processing of building applications to ensure all relevant information has been provided.
- Lodgement of building applications.
- Sending and receiving building application referrals to Planning/Health/Engineering.
- Provide first point of contact in-person and via phone for customers of Building Services.

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.

SELECTION CRITERIA

1. Sound administration experience, with demonstrated skills in producing good quality and accurate information and advice.
2. Demonstrated experience in the provision of high-quality customer service.
3. A sound understanding of the broad functions of Local Government.
4. Excellent communication and interpersonal skills, with an ability to build strong working relationships.
5. Proven ability to use initiative when working autonomously and within a team environment.
6. Established time management skills, able to prioritise work to achieve multiple deadlines within given timeframes.
7. Advanced user of MS Office (Word, Excel, PowerPoint, Publisher).
8. An understanding of legislation, regulations, and standards in relation to Approval Services in particular Building Services and/or Swimming Pools (desirable).
9. Experience in Local Government 'IT Vision – SynergySoft' Software (desirable).

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: Manager Approval Services
DATE PD REVIEWED/APPROVED: 28 November 2023
