



Shire of  
**Wyalkatchem**

## **Customer Service and Records Officer**



### **APPLICATION INFORMATION**

**Closing Date: Thursday 8 August 2024 at 4pm**



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**Customer Service and Records Officer**  
**Permanent Part Time (Minimum 16 hrs/week, currently Wednesday and Thursday)**

**The Shire of Wyalkatchem seeks a suitably enthusiastic and qualified person to fill the position of Customer Service and Records Officer.**

Reporting to the Manager of Corporate Services (MCS), key reporting areas and portfolio responsibilities of this position include; corporate finance, customer services, information technology and records.

Applicants will

- Provide efficient and effective delivery of quality customer service to meet the expectations of the Council and the needs of the Community;
- work closely with the MCS in the day to day management of the Council's Receipting and Record Management System, in accordance with statutory requirements and Council Policy;
- Facilitate effective and efficient operation of Council's Records Management Systems which ensures that Council's records are secure, appropriately maintained, readily accessible and meet statutory and regulatory requirements;
- Coordinate community functions and events and assist with the delivery of community programs.

Employment conditions in accordance with the Local Government Industry Award 2020, level 4.

This package includes a competitive superannuation scheme and Wyalkatchem allowances. Candidates wanting to take the next step in their career are encouraged to contact Governance Executive Officer Stephanie Elvidge on 08 9681 1166 during office hours.

The Position Description can be obtained from our website [www.wyalkatchem.wa.gov.au](http://www.wyalkatchem.wa.gov.au) and candidates are encouraged to review this document before applying for the position.

Applicants are requested to submit written applications in a sealed enveloped marked "Private and Confidential – Customer Service and Records Officer" and addressed to:

Governance Executive Officer  
Shire of Wyalkatchem  
P O Box 224  
Wyalkatchem WA 6485 or email to [admin2@wyalkatchem.wa.gov.au](mailto:admin2@wyalkatchem.wa.gov.au)

**Applications close at 4.00pm, Thursday 8 August 2024**

The Shire of Wyalkatchem is an Equal Opportunity Employer and welcomes diversity.

**Sabine Taylor**  
**Chief Executive Officer**

## SHIRE PROFILE

The Shire of Wyalkatchem is located 194km ENE of Perth and 35km east of Dowerin. The district of Wyalkatchem has an area of 1,595 square km, a local roads network of 682km and a population of 500. The local economy is driven by agriculture, with wheat and sheep dominating. The town has all major services including a general practitioner and District Hospital, a high school, police station, St John Ambulance and Volunteer Fire Brigades.

As well as the Wyalkatchem Hotel and Community Club, there are a number of retail outlets including a general store, pharmacy, news/lotto/café, tyre shop, butcher, Australia Post and National Australia Bank. Agricultural services are delivered through Elders and Nutrien and the Community Resource Centre delivers library, motor vehicle licensing and visitor centre services, as well as a range of community activities.

The district is well served by sporting and community groups and has excellent facilities for bowls, tennis, football, cricket, hockey, golf and swimming. The Shire of Wyalkatchem has playground areas, gardens and a major oval/ recreation centre.

The local government has invested heavily in recent years to improve the townscape, increase housing for the aged and improve the standard of sporting and community facilities. The future under a vibrant and forward-looking Council and senior management team is exciting and this is a great time to join the team.

Council's Vision: That Wyalkatchem is a socially interactive and inclusive community that embraces our rural character and sense of community.

Council's Values:

Team & community – one Shire, one community, one team

Respect – seek respect

Understanding – care & patience when dealing with colleagues and community

Safety first – doesn't happen by accident

Trust – years to build seconds to break

All team members are expected to contribute positively to the achievement of Our Vision by observing the Code of Conduct, Council's policies and the promise of our Values.



## REMUNERATION DETAILS

### EMPLOYMENT CONDITIONS

Location	This position is based at the Shire of Wyalkatchem Administration Building.
Industrial Agreement	Local Government Industry Award 2020 Level 4
Salary Package	\$27.4275 / hr
Hours of Work	Minimum of 16 Hours per week. Currently it is 2 regular days, Wednesday and Thursday (8-4:30) with the option of covering more when available
Superannuation	Superannuation - up to 16.5% based on the 11.5% superannuation guarantee contribution plus an additional 5% contingent upon the employee contributing 5%.
Annual Leave	4 weeks paid annually pro rata.
Personal / carer's leave	Sick, carer's and bereavement leave are as per the National Employment Standards.
Long Service Leave	Thirteen (13) weeks (pro rata) after ten (10) years of continuous Local Government Services, transferable between Local Authorities in Western Australia.
Uniform allowance	\$400 per financial year pro rata
Probationary period	A three (3) month probationary period is applicable to this position. At the completion of this period, your tenancy will be determined by the Manager of Corporate Services
Fit for work	Council has a fitness for work policy which includes drug and alcohol testing. By accepting employment, employees agree to abide by this policy and any amendments that may occur from time to time.
Pre-employment medical	All new staff are required to complete a medical disclosure prior to employment commencement. Existing medical conditions will not preclude an appointment.
Police Clearance	The successful applicant will be required to provide a National Police Clearance.
Closing Date	4pm, 8 August 2024  In the interest of fairness and equity, late applications will not be accepted.

**Other Conditions on employment: \$5,000 Wyalkatchem allowance pro rata if applicable.**

**Housing may be able to be provided at staff rental rates.**



**Customer Service & Records Officer**  
**Position Description**  
**Permanent Part Time (MIN 16 hrs/week)**

**1 Name:**

**Date Commenced:**

**2 Position Summary**

To manage front counter and telephone interface with community members, contractors & other visitors to the Shire Offices in a pleasant, knowledgeable and efficient manner.

To work closely with the Manager of Corporate Services to implement the Council's receiving and record management system, in accordance with statutory requirements & Council policy.

To manage facility bookings, inward mail and to otherwise provide support to senior managers as required.

**3 Requirements of Position**

**3.1 Skills**

Developed public relations and customer service skills.

Developed written and verbal communication skills.

Developed computer skills (Microsoft Word & Excel).

Developed time management and organisational skills.

**3.2 Knowledge and experience**

Sound experience in providing high quality customer service to a diverse range of customers.

Sound knowledge of administration and office procedures.

Sound knowledge of computer systems and software applications.

Sound knowledge of records management.

Desirable: Working knowledge of Synergy Soft.

**3.3 Qualifications and/or training**

Hold a current "C" class WA driver's license.

Completion of Year 10 and/or an appropriate labour market program or similar work/skills.

## 4 Key Roles and Responsibilities

The principle responsibility areas of this position are outlined in the table below:

<b>Customer Service</b>
Deliver a positive and professional customer service to internal & external customers, via telephone, over-the-counter or email.
Undertake research as necessary to provide knowledgeable and timely assistance to internal & external stakeholders.
Maintain a professional reception area, through the provision and maintenance of displays and promotional material.
Respond to and close out customer service enquiries.
Receive payments to Council & enter transactions into Synergy Soft.
Oversees Council's facility & equipment bookings.
Maintain and create procedures & documents relevant to the position.
<b>Financial – Other</b>
Prepare daily bank reconciliations.
Oversee the Shire's petty cash & prepare monthly recoup requests.
Support the Rates Officer, as required.
<b>Record Management</b>
Implement the records management service that delivers compliance with the Shire's Record Keeping Plan and standards issued by the State Records Office of WA.
Dispose of records in accordance with the standards issued by the State Records Office of WA.
Maintain the Shire's incoming & outgoing mail registers and oversee the Shire's email account.
Coordinate the collection and input of information for OHS registers.
Maintain a Register of Grants to record receipt of funds & ensure their timely acquittal.
<b>Administration</b>
Coordinate the annual registration of cats & dogs and maintain the registers.
Maintain office stationery and general office equipment requirements.
Monitor private & internal works requests and provide administration assistance, as required.
Provide administration support to the Works Manager.
Provide general administration support to other staff as required.
Liaise with cleaners regarding bookings at Council facilities to ensure good housekeeping standards.
Coordinate the issuing of burning permits.
<b>Health and Safety</b>
Complete monthly health & safety inspections of the administration building.
Carry out unannounced fire evacuation drills, as necessary.

## 5 Key Performance Requirements

High level of community satisfaction from their interactions with Council administration.

Consistently performing in a manner that reflects the organisations agreed values.

Compliance with Council's Record Keeping Plan.

Accurate and timely reconciliation of bank statements & petty cash.

Accurate coordination of the Shire's Facility bookings.

Ensure good housekeeping is maintained at the Shire's facilities.

Ensure the Shire administration building complies with health and safety requirements.

**Organisational Relationships:**

**Position is responsible to:** Manager of Corporate Services

**Position supervises:** Nil

**Key Relationships:**

**Internal:** Finance Officer  
Governance Executive Officer  
Works Administrator  
Works Manager  
Cleaning staff  
Chief Executive Officer

**External:** General public (including ratepayers and residents as appropriate)  
Suppliers of goods & services and contractors  
Councillors  
Other local governments

**Extent of Authority**

Works within the confines of policy and procedures, under the general supervision of the Manager of Corporate Services

**Public Responsibilities**

To promote a favourable public image of Council, its personnel and operations.

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**Signed:**

*Signature:*

*Date*

EMPLOYEE

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MCS

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CEO

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## INFORMATION FOR APPLICANTS

Thank you for your enquiry regarding the Customer Service and Records position. These notes are provided to assist you in the preparation of your application and to help the selection panel judge your application against the others that will be received for the position.

### **Application:**

Your application should include a covering letter explaining your interest in the position and a current resume detailing your qualifications, experience and suitability for the position. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your application. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties required of the position.

### **Covering Letter:**

A covering letter introducing yourself and explaining why you are applying for this position.

### **Selection Criteria Responses:**

This is the most important part of your application. To be eligible for consideration, a person must meet all the essential selection criteria as part of the shortlisting process.

This should include demonstrated capabilities by providing evidence of how you meet the selection criteria - provide specific details and where possible, include an indicator of success or a result.

An easy way to do this is to use the STAR model – that is:

- *Situation: provide a brief outline of the situation / setting*
- *Task: outline what you did*
- *Approach: outline how you did it*
- *Result: describe what the outcomes were*

### **Resume (Curriculum Vitae) which includes:**

- Personal details – name, address and telephone number
- Your education and training achievements
- Your work history including employment dates and details of the duties, performance and achievements
- Any activities you have undertaken outside of work, which you consider are relevant to the position

### **Referees:**

Applicants should provide the names and contact details of two current referees in their application. The most valuable referees will be those that can comment on work experience that is relevant to this position.

Referee details should be provided on the understanding that they may be contacted shortly after the close of applications without any prior notification to the applicant.



**Other Documents:**

It is recommended that only copies of supporting documents be enclosed with your application so as to avoid loss or damage to originals. Nonetheless, the Council may ask to sight the originals at a later time.

**Police Clearance:**

The preferred applicant after the interview process will be required to provide a current National Police Certificate.

**Contact Number:**

Please ensure that you provide a convenient telephone number so that you can be contacted if you are invited for an interview or there are any queries regarding your application.

**Late Applications:**

In fairness to all applicants, late applications cannot be received unless permission has been sought prior to the closing date.

**Equal Opportunity:**

Council maintains an equal opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.

**Website:**

The Shire maintains a website [www.wyalkatchem.wa.gov.au](http://www.wyalkatchem.wa.gov.au) which contains substantial information.