

# Town of Claremont Information Pack



Position	Customer Relations and Records Officer
Closing Date	14 May 2021
Salary	\$66,210.24 per annum (pro rata) + 10.5% super 1 Full-time role available, with RDO 1 Part-time role available, 2 days per week (Tuesdays and Wednesdays)
Queries	Jillian Sargeant – Manager Human Resources

The Town of Claremont is a boutique local government that was established in 1898 for the picturesque riverside suburbs of Claremont and Swanbourne. It is a busy and forward focused local government with dedicated staff who are committed to making a difference at a local level.

The Town is seeking experienced applicants to join the Town's Customer Relations and Records team. As a 'first point of contact', this position provides excellent customer service to ratepayers and visitors to the Town. Assistance is provided in person, electronically and over the phone and in accordance with the Town's Customer Experience Charter. The position is required to log all enquiries through a Customer Request Management System in a prompt and timely manner. Other key responsibilities include:

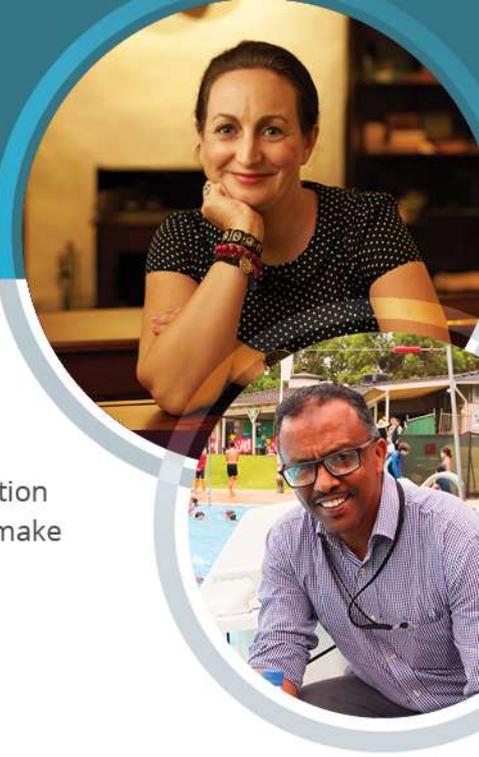
1. Directing enquiries to relevant Town employees to ensure and maintain customer service standards.
2. Processing payments, bond applications and refunds in line with Town policies.
3. Mail processing and distribution.
4. Creation of electronic files in RM8 including applying security settings.
5. Assisting with destruction of records in accordance with the Town's Record Keeping Plan.
6. Maintain indexes for vital records in conjunction with business units.
7. Assisting with Freedom of Information requests by gathering and collating records.
8. Providing assistance to Town employees with regards to record processes and use of RM8.
9. Assist the Coordinator in maintaining all procedures for Customer Relations and Records functions.

Applicants are required to **clearly indicate** which position is preferred on their application.

The full-time role works across all weekdays and is eligible for a Rostered Day Off. The part time role is 2 days per week (Tuesdays and Wednesdays). There is the option of additional hours to cover periods of absence.

Your core values will mirror the Town's values including respect, integrity, quality communication and excellent customer service. The Town is an equal opportunity employer that values a diverse workplace. We encourage people of all ages, genders, culturally diverse backgrounds and those with a disability to apply.

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## Completing your application

In order to be considered for the vacant position you must be able to demonstrate your suitability for the position. Before preparing your application check the essential selection criteria outlined in the position description to make sure you are eligible to apply.

## What your application must include

### Cover letter

A covering letter should demonstrate your suitability for the position. Although you are not required to address the selection criteria, you must meet the criteria to be considered for the position. It also gives you the opportunity to introduce yourself to the selection panel and explain why you are applying for the position.

### Curriculum Vitae / Resume

Your Curriculum Vitae (CV) / Resume should include your personal details, relevant work history, education, training, qualifications and professional memberships.

The names and contact details of at least two work related referees should be presented in your CV / Resume.

## Lodging your application

Please ensure that the position title is clearly marked in the covering letter of your application. Applications must reach the Town of Claremont no later than 5.00pm on the closing date. The Town of Claremont prefers to receive applications via email at [employment@claremont.wa.gov.au](mailto:employment@claremont.wa.gov.au)  
Alternatively, applications may be mailed to:

Attention:  
CONFIDENTIAL  
Chief Executive Officer  
Town of Claremont  
PO Box 54, Claremont WA 6910

Please do not submit applications in plastic folders or include original documents.

Canvassing of Councillors will disqualify applicants.

The Town of Claremont is an Equal Employment Opportunity Employer and is committed to selecting the best applicant for each vacancy.

Thank you for your interest in working with the Town of Claremont.



# Benefits of working at the **Town of Claremont**

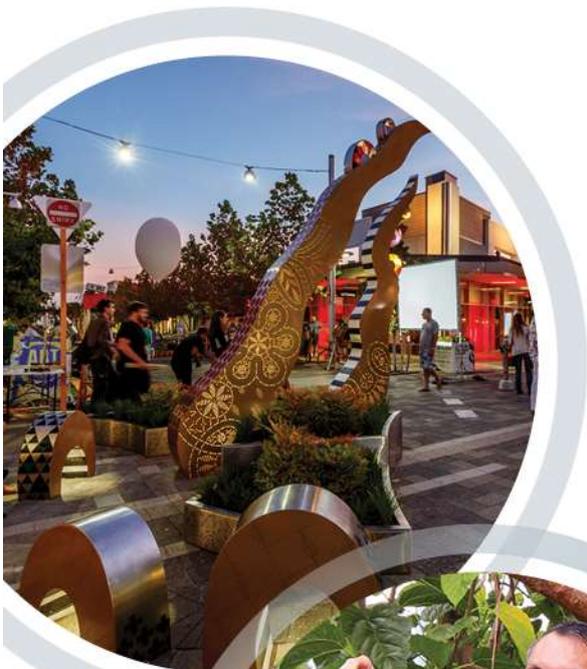
## Remuneration & Conditions

- Competitive salaries;
- generous superannuation contribution scheme;
- flexible work options;
- employee recognition program;
- attractive working location in the Claremont town centre;
- modern, accessible workspaces;
- accessible public transport and free car parking.



## Health & Wellbeing Initiatives

- Free use of our Corporate Gym and Aquatic Centre;
- confidential employee assistance program;
- discounted private health membership;
- flu vaccinations;
- skin cancer checks;
- health and wellbeing seminars.



## Training & Development

- Training courses;
- Opportunities to attend work-related conferences and seminars;
- Study assistance options including reimbursement of approved course fees (conditions apply);
- Opportunities to act in higher grade roles;
- Opportunities to participate in project teams and committees.

