

**Position Customer Relations Officer**

**Salary $68,345 per annum (pro rata) + up to 13% superannuation**

**4 days per week. 30.4 hours**

**$34.58 per hour**

The Town of Claremont is a progressive 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 looking for a new team member to join our Customer Relations Team. We are looking for candidates that have great customer service skills and enjoy working with the general public**.**

The successful candidate’s core values will mirror the Town’s values of respect, integrity, quality communication and excellent customer service. This role suits candidates who are:

* Experienced in a dealing with customers.
* Able to provide high quality customer service in dealing with the public.
* Values driven with a team and customer focus.
* Team players and also able to work with minimal supervision.
* Patient and respectful.
* Reliable and punctual.
* Well presented.

Your daily tasks will include:

* Logging all telephone and email enquiries through **a** Customer Request Management Systems (CRMS) and Records Management System (RMS).
* Responding to customer enquiries (phone, front counter and email) in accordance with the Town’s Customer Experience Charter.
* Directing enquiries to relevant Town employees to ensure and maintain customer service standards.
* Processing payments in line with Town policies.
* Assisting with Records Administration.

Applications close **6 April at 5pm.** The Town is an equal opportunity employer that values a diverse workplace. The Town encourages people of all ages, genders, culturally diverse backgrounds and those with a disability to apply.

The Townoffers great benefits such as a health and wellbeing program, additional superannuation contributions, flexible working arrangements, RDOs, free onsite parking and free access to an on-site gym and to the Claremont Aquatic Centre.

Please direct all enquiries to Cheyenne Fitzsimmons, Human Resources Officer. Early applications are highly recommended as the Town will interview suitable candidates prior to the closing date.

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