

<b>Position Title:</b>	<b>Customer Relations Officer</b>
<b>Directorate:</b>	<b>Executive Office</b>
<b>Award/Agreement:</b>	<b>TOC Enterprise Agreement 2021</b> (and any subsequent agreement)
<b>Classification level:</b>	<b>Level 6</b>
<b>Directly reports to:</b>	<b>Manager Communications and Customer Relations</b>
<b>Positions under Direct Supervision:</b>	<b>Nil</b>

### Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

### Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

### Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

### Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

This position is responsible for providing excellent customer service to all stakeholders through quality communications and administration of first point enquiries.

### Objective 1: Customer Relations

- Respond to all initial customer enquiries including through the general phone number, front counter and Town's email in accordance with the Town's Customer Experience Charter.
- Directing enquiries to relevant Town employees to ensure and maintain customer service standards.
- Logging all customer enquiries through the Customer Request Management system in a prompt and timely manner.
- Maintaining the appearance of the reception area, ordering of stationery, ordering milk and fruit.
- Identify gaps in information and suggesting improvements to the Town website content as a result of customer interaction.
- Processing payments, bond applications and refunds in line with Town policies.
- Assisting with banking when required.
- Processing animal registrations in line with Town Policy and procedures for animal registration.
- Assist the Manager in maintaining all procedures for Customer Relations and Records Administration functions.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

### Objective 2: Records Administration

- Undertake digital imaging of incoming records on a daily basis.
- Mail processing and distribution.
- Process employee requests for electronic files including retrieval and return of files from offsite storage.
- Ensuring appropriate security is applied and maintained to confidential or restricted electronic files.
- Prepare records for archiving and offsite storage.
- Ensure the compactus and records area are organised, clean and tidy at all times.

### Objective 3: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

### Objective 4: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.

- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

**Objective 5: Continuous Improvement (All Staff)**

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

**SELECTION CRITERIA**

**Essential**

- Experience utilising a Customer Request Management system (CRM).
- Experience using EDMRS.
- Demonstrated experience in a customer focussed role.
- Well-developed computer applications and keyboard skills.
- Excellent customer service skills, including being reliable, patient and respectful.
- A friendly and helpful demeanour and a 'can do' attitude.
- Ability to work in a team environment and follow direction.
- Ability to juggle multiple tasks.
- Excellent personal presentation.

**Desirable**

- Knowledge of how local government works or a willingness to learn.
- Understanding of or previous experience in a similar role within Local Government.
- Knowledge of the local area and community.
- Knowledge of the *State Records Act 2001*.

**REQUIREMENTS**

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position).
- Complete a Police Clearance (to be assessed by Human Resources).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.
- Provide a COVID certificate evidencing proof of vaccination (where required for your position by State Government Directions or Town Policy or Procedure).

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

**PROBATION**

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time

work performance will be reviewed to determine whether permanent appointment will proceed.

**Signatures**

<b>Chief Executive Officer Approval</b>	
Signature	Date
<b>Employee</b>	
Signature	Date

Review date: