

Customer Service Officer
Application Package 2018



Customer Service Officer

The Shire of Bruce Rock is seeking a friendly and enthusiastic person to take on the role of Customer Service Officer, and be part of the committed team based in the Shire Administration Office.

Bruce Rock is ideally located in the Wheatbelt region just 245km east of Perth, and has excellent services and facilities which make living in this great community very enjoyable.

The successful applicant must possess:

- Excellent public relations skills
- Good time management and organisational skills
- Skills and experience in computer software/Microsoft Office products
- Excellent verbal and written communication; and
- Commitment to work as part of a team in an office environment

The position is offered between level 2.1 and 4.4, under the terms and conditions of the Local Government Industry Award depending on skills and experience. Council offers an over award payment of 5%. Other benefits include generous superannuation options, training, development and uniform allowance.

To obtain an information package contact Melissa Schilling on 08 9061 1377, email ea@brucerock.wa.gov.au or visit the website www.brucerock.wa.gov.au. Applications, addressing the selection criteria, including the names of two referees marked "Confidential – Customer Service Officer", will be received until 4.00pm on Friday 2nd November 2018.

Shire of Bruce Rock
Private and Confidential
Customer Service Officer Position
PO Box 113
BRUCE ROCK WA 6418

Alan O'Toole
Deputy Chief Executive Officer

Shire of Bruce Rock
Po Box 113, Bruce Rock WA 6418

POSITION DESCRIPTION

Position Title	Customer Service Officer
Department	Corporate and Community
Award/Agreement	Local Government Industry Award 2010
Classification	Level 2.1 – 4.4 plus 5% over award
Status/Hours	Full-time / (76 hours per fortnight)

Position Objective

- a) To provide efficient and effective delivery of quality customer service to meet the expectations of Council and the needs of the Community.

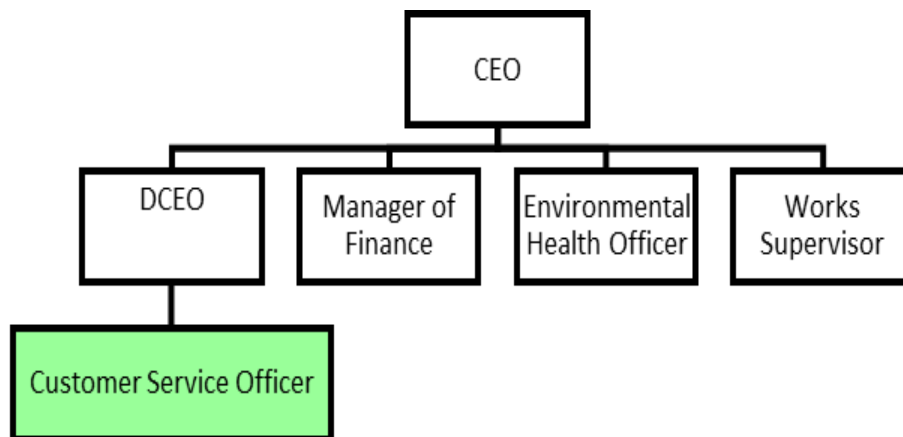
Key Responsibilities and Duties

Key Areas of Accountability	
Customer Service	<ul style="list-style-type: none"> • First point of customer contact – Reception area/Customer Service. • General cashier duties. • Balancing of daily takings and banking. • Answer general enquiries in person at the front counter, via telephone and email. • Maintain Council's main email, and ensure messages are forwarded to appropriate staff members. • Complete vehicle licensing duties and maintain records to the standard required by the Department of Transport. (Training will be provided). • Maintain Dog and Cat Registers and liaise with Council's Ranger. • Manage Council facilities' bookings and general enquiries. • Maintain Council's Drum Muster collections. • Maintain Gym and Aquatic Centre memberships in liaison with the DCEO and Aquatic Centre Manager. • Ensure that Council's keys and register are maintained in a well organised manner • Receive and maintain bookings for the Caravan Park
Advertising	<ul style="list-style-type: none"> • Collate and prepare Council's weekly notices in the Rock Review • Prepare Council monthly newsletter
Library Services	<ul style="list-style-type: none"> • Maintain Council's Library services, including completing library exchanges, ordering stock from LISWA, controlling and maintaining overdue stock and keeping customer records.
Administration	<ul style="list-style-type: none"> • Provide administration support as required. • Ensure that the office, library and reception areas are tidy. • Ensure equipment such as photocopier, printers etc are in good working order, including ensuring paper and toner is loaded. • Any other duties directed by the Deputy Chief Executive Officer
Website Maintenance	<ul style="list-style-type: none"> • Maintain Council's website and ensure information is current.
Occupational Safety and Health	<ul style="list-style-type: none"> • Demonstrate a strong commitment to Occupational Safety & Health including risk management and must take all reasonable care in the performance of duties to prevent injury to self and others.

Position Requirements

Skills	Knowledge	Experience/Qualifications
Developed keyboard and data processing skills	Developing office administration knowledge	Completion of Year 12 Certificate with passes in English and Maths
Developed mathematical skills	Working knowledge of local community and district	
Good time management and organisational skills	Working knowledge of Windows based applications.	
Good written and verbal communication skills		
Good public relation skills		
Desire to learn new skills		

Organisational Relationship



Responsible to	Responsible For
Deputy Chief Executive Officer	N/A

Internal/External Liaison

Internal	External
Chief Executive Officer	Rate Payers
Deputy Chief Executive Officer	General Public
Executive Staff	Contacts with the Shire
Aquatic Centre Manager	
Councillors	

Extent of Authority

Operates under the direction of the Deputy Chief Executive Officer within established guidelines, procedures and policies of Council as well as statutory provisions of the various Acts and other Legislation.

Selection Criteria	Essential	Desirable
Skills		
Basic time management skills;	✓	
Good keyboarding and data processing skills	✓	
Good public relation skills	✓	
Sound mathematical knowledge	✓	
Good written and verbal communication skills	✓	
Good time management and organisational skills	✓	
Be professional and have the ability to maintain confidentiality	✓	
Knowledge of office administration and general office duties (see Key Responsibilities)	✓	
Working knowledge of Windows including Word, Excel, Access, Publisher, PowerPoint and Internet Explorer.	✓	
An understanding of Council organisational structure and function	✓	
Familiar with the local district		✓
Experience/Qualifications		
Current 'C' class WA driver's license.	✓	

CONDITIONS OF EMPLOYMENT

1. Hours of Work

Ordinary hours are from 8:00am to 5:00pm with an hour for lunch. Lunch break is to be taken in consultation and with consideration of others. You will accrue one Rostered Day Off per month worked, to be taken at your discretion in liaison with the CEO.

2. Annual Leave

4 weeks pro rata annual leave after 12 months of service, including 17.5% leave loading.

3. Superannuation

(a) The Local Government shall pay any superannuation guarantee charge (as defined in the Superannuation Guarantee Administration Act 1992 and the Superannuation Guarantee Charge Act 1992) payable by the Local Government in respect of the Officer ("Statutory Superannuation entitlement")

Currently Council is paying over the superannuation guarantee and contributes 10% instead of the required 9.5%.

(b) Council will make a matching co- contribution towards any superannuation payment, made by the officer before tax, up to a maximum amount of 7% of their salary.

(c) All contributions by way of superannuation must be paid by the Local Government in accordance with the Act and any other law but the Officer shall be permitted to have superannuation contributions paid by the Local Government into a superannuation fund of the Officer's choice if permitted under the Trust Deed of the Western Australia Local Government Superannuation Fund.

(d) At the request of the Officer, the Local Government may from time to time vary the amount of the Officer's contributions towards superannuation by way of salary sacrifice.

4. Public Holidays

In addition to the normal public holidays an additional 2 days paid leave are available in lieu of the day after New Year's Day and Easter Tuesday.

5. Personal Leave

Sick, carer's and bereavement leave as per National Employment Standards.

6. Long Service Leave

13 weeks pro rata after 10 years continuous Local Government Service, transferable between local authorities within Western Australia.

7. Uniform

A uniform allowance of \$450 per year will be allocated annually and this allowance is to be used to purchase a uniform from Council's uniform supplier.

8. Professional Development

Provision is available for the officer to participate in relevant training and attend relevant conferences, as approved by the Chief Executive Officer.

9. Housing

Council may be able to assist in finding suitable accommodation for the successful application.

10. Medical Examination

The Officer will be required as a condition of appointment to have a Pre-Employment Medical Examination by a Medical Practitioner prior to appointment being offered. Council will bear the full cost of Pre-Employment Medical Examination. A copy will be retained in the employee's personal file and made available for the employee.

11. Alcohol and Drug Testing

The Shire undertakes random testing of all employees for alcohol and drugs. If employed by the Shire you may be required to take a test under the Shire's drug and alcohol policy.

12. Police Clearance

The Officer may be required as a condition of employment, to provide a current "Police Clearance" at Council's expense.

13. Probationary Period

A probationary period is applicable to this position will be discussed at the time of offer of the position to the successful applicant. At the completion of this period your position of permanency will be approved or declined by the Chief Executive Officer.

SUBMITTING YOUR APPLICATION

Statement of Claims against the Selection Criteria

Your Selection for an interview will depend on you demonstrating that you meet the essential criteria.

When preparing your statement of claims

- Treat each selection criteria separately. Use each criteria as a heading and provide your statement underneath that heading.
- Provide a brief statement, which relates your experience, skills and knowledge to the particular criteria. The length of your statement for each criteria is dependent on the position you are applying for and your discretion. As a guideline, a quarter to half a page is generally acceptable. You should provide specific examples in your statement to back up your claims.
- Provide details of any activities you have undertaken outside of work which are relevant to the application.

Referees

- Applicants are required to nominate two work referees in support of their application. These referees should be able to comment on your work experience, skills and knowledge in relation to the selection criteria.
- Provide names, relationship to you (i.e. Supervisor), work addresses and daytime telephone numbers.
- We understand you may not wish us to contact current work referees initially, if this is the case please let us know.

General Application Information

- Applicants should submit typed applications.
- When lodging your application, submit a covering letter, Resume, Statement of claims against the criteria and written references.
- Please only include photocopies of your attachments as the application will not be returned.
- Canvassing of elected members is prohibited and any applicant known to have done so may be disqualified.

Delivery of Application

You may post, deliver or email your application. Applications must arrive by **4.00pm on Friday 2nd November 2018.**

Mark your application:

Post:

"Confidential"

Customer Service Officer Position
PO Box 113
Bruce Rock WA 6418

Email: dceo@brucerock.wa.gov.au

Should you require any further information or assistance please contact:

Alan O'Toole
Tel: 08 9061 1377
Email: dceo@brucerock.wa.gov.au

THE INTERVIEW

Preparing for the Interview

An interview will be conducted by the CEO and Deputy CEO.

The interview questions will relate to the Selection Criteria for the position and the same questions will be asked of each person interviewed for the position.

To prepare yourself for the questions which may be asked:

- Be aware of what the job involves. This information can be established from the position description
- Focus on the selection criteria and think of examples of situations where you have applied the relevant skills and abilities.
- Focus on the duties and responsibilities of the position and how you would carry them out. Think of any problems you would encounter and how you would resolve them.
- If you have any relevant reports or other work you have which will provide examples of your skills and abilities, you should prepare it for presentation at the interview
- Prepare a few questions that you may wish to ask Council.

The Selection Interview

There is no need to hire or buy special clothes for the interview. Dress as you would usually do for work.

During the interview:

- Do not assume that your interviewer knows about your suitability for the position even though you may have worked with them or have had previous experience in the position for which you have applied.
- Take time to answer each question.
- If you do not understand a question ask for clarification or for the interviewer to repeat the question before providing a reply.
- Give direct answers to questions. Be honest if you do not know the answer to a factual question. Where possible relate your answers to direct experience you have had.
- When the opportunity is presented, feel free to ask any questions you may have, relevant to the position. Avoid asking questions "just for the sake of it". If you do not have any questions do not hesitate to say so.

The interview panel will record your replies to the questions to assist them in accurately recalling your details when they are making their final decision.

After the Interview

You will be notified of the outcome of your application. When you have been advised of the result of your application, you are encouraged to seek feedback.

THE ORGANISATION

The Shire of Bruce Rock is a Local Government organisation governed by an elected Council, consisting of 9 Councillors including the Shire President. The Council currently meets on the third Thursday of every month, with meetings commencing at 1.30pm. Council does not meet in January.

The Shire of Bruce Rock currently employs 43 staff, including administrative and external officers as shown in the table below. Additional external contractors and services include rubbish collection and Ranger Services.



THE STAFF

Chief Executive Officer (CEO)	1
Deputy Chief Executive Officer (DCEO)	1
Manager of Finance	1
Manager of Works & Services	1
Environmental Health Officer	1
Community Development Officer	1
Natural Resources Management Officer	1
Senior Finance Officer	1
Administration Staff	3
Supervisors	2
Plant Mechanic	2
Town Maintenance	5
Outside Workforce	9
Gardeners	3
Cleaning Staff	4
Aquatic Centre Manager	1
Recreation Manager	1
Building Staff	2
Medical Centre Staff	3
	43

PHYSICAL CHARACTERISTICS

Location

The Shire of Bruce Rock is situated in the Western Australian Central Wheatbelt 245km east of Perth, and includes 3 satellite town sites: Shackleton, Babakin & Ardath, and the Kwolyin locality.

Population

The permanent population of Bruce Rock townsite is approximately 700.
The permanent population of the Shire of Bruce Rock is approximately 1100.

Area

The Shire has a total area of 2,772 km² consisting of agricultural land and some nature reserves.

Soil Types

Good fertile soil suitable for agriculture.

HISTORY

The First Settlers

The first settlers were sandalwood cutters who set up camps in the 1860's, and were closely followed by pastoralists. The land's potential for agriculture was realised and was surveyed for selection in the early 1900's.

Railway

The official opening of the railway from Quairading to Nunagin (later renamed Bruce Rock) was on 29 March 1913 and was linked to Merredin on the 22 December 1913.

Townsite

The town was gazetted as Bruce Rock in June 1913.

PHYSICAL INFRASTRUCTURE

Roads	
Total Length in the district	1258
Main roads	72
Sealed local	425
Unsealed local roads	761

PUBLIC UTILITIES

Water

Water Corporation

Sewerage

Leach & Septic Individual Systems.

Electricity

Electricity is supplied by the Western Power electricity grid

Telephone

Telstra services the entire Shire district. The Shire has a good Next G Mobile telephone service operated by Telstra with a base station at Yarding and a repeater in Bruce Rock.

BUSINESS AND INDUSTRY

Rural

Mixed farming - wheat and other cereals, wool, sheep, cattle and pigs.
Expanding pulses, lupins, coarse grains, eucalyptus oil mallees and sandalwood.

Support Industries

Metal Fabrication, Light industrial, agricultural agencies and transport operations.

COMMUNITY SERVICES

Health

20 bed hospital servicing by a resident local GP
Dentist

Emergency Services

St Johns Ambulance
Volunteer Emergency Services



Education and Training

Bruce Rock District High School caters for students from Kindergarten through to Year 10. A daily school bus takes students to Merredin for years 11 and 12. Daycare is conveniently located close to the school and operates weekdays, 8:30am to 5:30pm.

The Town and District Halls

Halls have been built at Bruce Rock, Babakin & Shackleton.

Recreation Centre and Facilities

Completed in April 2012, the new recreation centre includes a synthetic bowling green, ovals, tennis and netball courts, providing facilities for cricket, football, hockey, netball, tennis and squash. A modern Aquatic Centre is located adjacent to the Recreation Grounds and Caravan Park. The shire also consists of 2 golf clubs, one 2km's from Bruce Rock and the other at Ardath as well as a tennis club at Ardath and a bowling club in Shackleton.



Other Services

Bruce Rock Craft Shop with accommodation for workshops, exhibitions and an artist in residence. A recently constructed Men's Shed provides a great place for local men to meet and carry out hobbies.

Bruce Rock Federation Amphitheatre & Sculpture Park

The Bruce Rock Federation Amphitheatre was officially opened in October 2001, the Amphitheatre seats up to 1200 people. Designed and built by the local community, it is host for many get-togethers, community events including the annual Vietnam Veterans Reunion.

The adjoining Sculpture Park has contributions of artwork from all around the region and is a unique place for a family picnic or a stroll through the picturesque gardens that also become a popular venue for weddings.



TOURISM

Granite Way

Tourist drive including free camping at Kwolyin and day facilities at Kokerbin Rock.

Museums

Bruce Rock Museum, which depicts the development of the Shire and incorporates a settler's cottage, blacksmith shop and a one-teacher school. A machinery museum across the road also houses vintage vehicles and machinery used in the Shire.

Wildflowers

During the months of July, August & September there is an abundance of wildflowers on the rural roadsides and nature reserves throughout the Shire. A wildflower drive is also sign posted from Bruce Rock.

Other Places of Interest

- Mosaic Pathway & Centenary Path in Bruce Rock
- Museums
- Shackleton Smallest Bank

Accommodation

Bruce Rock Hotel Motel, Bruce Rock B & B, Bruce Rock Roadhouse, Ardath Hotel.

Other Information

Should you wish to obtain additional information on the Shire and services available you may contact the CEO, Darren Mollenoyux on 08 9061 1377 or 0428 611 377.

Canvassing of Councillors

Canvassing of elected members is prohibited and any applicant known to have done so may be disqualified.



THE INTERVIEW

Preparing for the Interview

An interview will be conducted by the CEO and another management representative.

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- Focus on the selection criteria and think of examples of situations where you have applied the relevant skills and abilities.
- Focus on the duties and responsibilities of the position and how you would carry them out. Think of any problems you would encounter and how you would resolve them.
- If the position has a supervisory role, think about your special responsibilities as a Supervisor
- If you have any relevant reports or other work you have which will provide examples of your skills and abilities, you should prepare it for presentation at the interview
- Prepare a few questions that you may wish to ask Council.

The Selection Interview

There is no need to hire or buy special clothes for the interview. Dress as you would usually do for work.

During the interview:

- Do not assume that your interviewer knows about your suitability for the position even though you may have worked with them or have had previous experience in the position for which you have applied.
- Try to remember the names of the person/people interviewing you.
- Take time to answer each question. In some instances, you will be given the opportunity to read the interview questions and prepare brief notes immediately prior to the interview.
- If you do not understand a question ask for clarification or for the interviewer to repeat the question before providing a reply.
- Give direct answers to questions. Be honest if you do not know the answer to a factual question. Where possible, relate your answers to direct experience you have had.
- When the opportunity is presented, feel free to ask any questions you may have, relevant to the position. Avoid asking questions "just for the sake of it". If you do not have any questions do not hesitate to say so.

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- Referees should be contacted for approval before listing them in your application.
- Provide names, relationship to you (i.e. Supervisor), work addresses and daytime telephone numbers.
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- When lodging your application, submit a covering letter, Resume, Statement of claims against the criteria and written references.
- Staple all information in the top left-hand corner. DO NOT submit your application in a plastic or cardboard folder (as your application may need to be photocopied)
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