



## **JUNIOR CUSTOMER SERVICE OFFICER**

The Shire of Collie requires the services of a Junior Customer Service person at our Administration Office.

Previous customer service experience would be an advantage but all training will be provided. The successful applicant must reside within the Shire of Collie.

For more information please contact Pam Ahlin, Human Resource Officer, on 9734 9019 or email [pam.ahlin@collie.wa.gov.au](mailto:pam.ahlin@collie.wa.gov.au) for an information package. Applications close 4.00 pm on 20<sup>th</sup> January 2016 and should be addressed as follows;

CONFIDENTIAL  
Chief Executive Officer  
Shire of Collie  
Locked Bag 6225  
COLLIE WA 6225.

**Brett Lowcock**  
**Acting Chief Executive Officer**

# SHIRE OF COLLIE



## APPLICATION PACKAGE – Junior Customer Service Officer

The Shire of Collie requires the services of a Junior Customer Service person at our Administration Office.

Previous customer service experience would be an advantage but all training will be provided. The successful applicant must reside within the Shire of Collie.

For more information please contact Pam Ahlin, Human Resource Officer, on 9734 9019 or email [pam.ahlin@collie.wa.gov.au](mailto:pam.ahlin@collie.wa.gov.au) for an information package. Applications close 4.00 pm on 20<sup>th</sup> January 2016 and should be addressed as follows

### **Please note to apply for this position it is essential that you**

- **Complete the application form.**
- **Attach a current copy of your resume.**
- **Include copies of any trade certificates and qualifications**

### **When applying for the Junior Customer Service Officer position you will need the following.**

#### **Essential Skills**

- Accurate Data Entry Skills
- Knowledge of Microsoft Office Suite of products
- Sound Communication skills both written and verbal
- Time Management and organisational skills
- Sound numeracy Skills

### **Please Note**

- The attached Position Description details the duties of the position.
- Please do not include original supporting documents with your applications.

Applications should be addressed as follows:

CONFIDENTIAL  
Chief Executive Officer  
Shire of Collie  
Locked Bag 6225  
COLLIE WA 6225

# SHIRE OF COLLIE



## PREPARING YOUR APPLICATION

### **PREPARING YOUR APPLICATION**

Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

The application should be stapled in the top left hand corner. Please do not submit applications in plastic folders or include original documents.

### **APPLICATION FOR POSITION VACANCY**

The application for position vacancy should be completed. This helps the panel members to clearly and easily learn more about your background.

### **Covering Letter**

The cover letter is a brief letter outlining the position you are applying for and a brief description of your background and reason for applying for the position.

### **Curriculum Vitae (Resume)**

Your Curriculum Vitae should provide personal details (e.g. name, address, contact number) relevant work history, education, training courses attended, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates/period of employment. In the description of your work history, give a brief summary of the duties and responsibilities for each of the positions.

### **Qualifications**

Certain positions stipulate that tertiary qualifications or specific certificates are required. As part of the application, candidates should demonstrate that the required level of education or training has been achieved. Please attach photocopies of any relevant qualifications or academic records to the application.

### **Referees**

You should include in your curriculum vitae the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your curriculum vitae. Preferably one referee should be your current supervisor or manager, alternatively a supervisor/manager from a previous position may be used.

***It is common courtesy that referees be contacted for approval prior to nominating them in the application.***



# SHIRE OF COLLIE

## **CLOSING DATES FOR APPLICATIONS**

Vacant positions with the Shire of Collie are advertised for a specific period and close at the time and dates as written in the advertisement. The closing time is the time that the applications are to be received at the Shire of Collie offices.

Late applications will not be accepted.

## **PREPARING FOR THE INTERVIEW**

To prepare for the interview questions, re-read the Position Description focusing on the Selection Criteria. Think of workplace situations where the relevant skills and abilities have been required to be demonstrated.

Focus on the duties of the position and think about how they would be carried out. Think about the problems that might be encountered and how they could be resolved. Try to identify examples from past experience that might be similar or equivalent.

## **THE INTERVIEW PROCESS**

The interview panel will consist of at least three members. Interviews will follow a set format to ensure equity and fairness to each applicant and will be evaluated in the same manner.

During the interview, the interview panel members will write notes and assess the answers from the candidates in response to the structured questions, ensuring that all applicants are examined in an objective and uniform manner. If a candidate does not understand a question, they should seek clarification prior to providing a reply.

Never assume that the interview panel members know the suitability of individual candidate for the vacant position even though some applicants may have worked with them or have previous experience in the past for which they have applied.

Wherever possible, relate answers to direct experience.

## **AFTER THE INTERVIEW**

The successful applicant will be contacted by a member of the Interview Panel to verbally offer the position. The Human Resources Department will forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate and completing a pre-employment medical and drug & alcohol test.

***All unsuccessful applicants will be notified in writing.***

# SHIRE OF COLLIE



## APPLICATION FORM FOR EMPLOYMENT

Position Applied For :

### PERSONAL DETAILS

Surname:

Given Names :

Preferred Title: Mr/Mrs/Miss/Ms

Other:

Address

Telephone No. (Home/Mobile):

(Work):

### EMPLOYMENT HISTORY

Current/Most Recent	Position	From	To

*Reason for Leaving:*

Second Most Recent	Position	From	To

*Reason for Leaving:*

Third Most Recent	Position	From	To

*Reason for Leaving:*

# SHIRE OF COLLIE



## REFEREES

List names, addresses and telephone numbers of referees who have supervised your work and whom we may contact.

1.

2.

3.

## DRIVERS LICENCE INFORMATION

Drivers Licence No.:

Classes:

Expiry Date:

## EDUCATION/TRAINING

### Secondary

HIGHEST LEVEL ATTAINED

YEAR

SCHOOL

**Post Secondary** *(Please list any technical training, professional qualifications and/or special skills training.)*

Institution	Subjects Taken	Year	Results

### Current Studies

**Qualifications** (List any professional or trade qualifications currently held). Are your qualifications registered in Western Australia?




# SHIRE OF COLLIE

## Equipment/Machinery Usage

Please list any work-related equipment and/or machinery you can operate (ie office equipment, industrial equipment, specialised machinery etc).


## ADDITIONAL INFORMATION

When would you be able to commence employment?

If employed, minimum period of notice required:

Is there any factor which causes you to take frequent time off work or effects' your ability to perform the duties?

YES

☐

NO

☐

Comment: (Optional)


*NOTE: ANY OFFER OF EMPLOYMENT IS SUBJECT TO A PRE-EMPLOYMENT MEDICAL AND DRUG AND ALCOHOL TEST TO ENSURE FITNESS TO UNDERTAKE THE POSITION APPLIED FOR.*

Are you aware of any other factor(s) which are or may be relevant to your employment?

YES

☐

NO

☐

If yes, please provide details:


Is there any factor which could prevent you working reasonable overtime either in the evening or on weekends, if required?


# SHIRE OF COLLIE



*THE FOLLOWING QUESTIONS ARE OPTIONAL AND NEED NOT BE COMPLETED. NON-COMPLETION OF THESE ITEMS WILL IN NO WAY PREJUDICE YOUR APPLICATION FOR EMPLOYMENT.*

Do you speak any language other than English?

Sporting interests/hobbies

Membership of Professional bodies:

Any further information you wish to provide in support of this application:

## DECLARATION

I certify that the foregoing information is, to the best of my knowledge and belief, true and accurate. I understand that the Local Government reserves the right to verify all information in the application and false information will be sufficient reason for my rejection as an applicant or my dismissal if employed by the Local Government.

Signature of Applicant

Date



# SHIRE OF COLLIE



## PERSONAL AMBITIONS AND ACHIEVEMENTS

1. What type of work do you find most interesting?

2. What do you feel are your greatest strengths, in the workplace?

3. What do you consider to be your weaker points, in the workplace, which may require development/training/education?

4. What do you consider to be your greatest achievement so far?

Signature \_\_\_\_\_

Date \_\_\_\_\_



## JOB DESCRIPTION

**Position:** JUNIOR CUSTOMER SERVICE OFFICER  
**Department:** Corporate Service  
**Reports To:** Finance Manager and/or Executive Manager Corporate Services

**Supervises:** N/A  
**Stream/Level:** Junior (Shire of Collie Enterprise Agreement)

**Incumbent:**

POSITION	KEY RESULT AREA
To provide initial point of contact with the public and to accurately receive and record monies paid at the Shire.	Work under the direction of the Finance Manager and/or Executive Manager Corporate Services.
Assist in the overall operation of the Shire of Collie's Administration Office.	

Key Result Areas	Key Tasks
<b>Duties/Responsibilities</b>	To respond to telephone and counter enquires and when necessary refer enquires to relevant officer.
	Assist with processing and receipting all monies.
	Prepare correspondence and reports as required.
	Prepare purchase orders as requested.
	Complete end of day cash reconciliations.
	General housekeeping of the reception area.
	Update all relevant display/information stands
	Maintain strict confidentiality at all times
	Promote a positive and professional image of the Shire of Collie.
	Any other duties as directed by the Finance Manager.
	Input and implement all regulations regarding Building and Planning Applications

	Personal Qualifications
<b>Knowledge Skills and Qualifications</b>	<p>Knowledge of Microsoft Office suite of products</p> <p>Knowledge of account payment and receivables procedures</p> <p>Capacity to work in a results oriented team environment, organise and prioritise duties in the provision of an effective work output.</p> <p>Knowledge of the principles of equal opportunity, anti discrimination, workplace health and safety and the ability to apply these principles in the workplace.</p> <p>Knowledge, understanding, commitment to and application of best practice customer service principals.</p> <p>Good written and verbal communication skills</p> <p>Good public relation skills</p> <p>Time management and organisation skills</p> <p>Accurate keyboarding skills</p> <p>Good numeracy skills</p>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• High level of interpersonal and communication skills including team building and time management.</li> <li>• High level of work ethics, including motivation and enthusiasm.</li> <li>• Must reside within the Shire of Collie</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Willingness and aptitude to undertake further training and professional development to keep abreast of latest technology and practices.</li> </ul>
<b>OHSW</b>	<ul style="list-style-type: none"> <li>• Contribute to and provide leadership in the delivery of the Council's Safety &amp; Risk Management Plan</li> <li>• Operate in compliance with OH&amp;S legislation, regulations, practices, and standards.</li> <li>• Utilise safe working practices applicable to own work area and practices. Contribute to the identification of hazards and risks and participate in their minimisation and/or appropriate corrective strategies</li> </ul>
<b>HOURS OF DUTY</b>	76 hours per fortnight start time 8 am to 5 pm 9 day per fortnight.
<b>ANNUAL LEAVE</b>	4 weeks annual leave with 17.5% leave loading

SALARY PACKAGE DETAILS	Salary
CASH	
Superannuation (up to 18%)	
Service Payment (in accordance with Enterprise Agreement)	
Uniform allowance	
<b>TOTAL PACKAGE</b>	