

# Application Package

## Customer Service Officer – Traineeship (12 month fixed term contract)

The Shire of Boddington is located in the Gnaala Karla Booja region. Sitting on the banks of the picturesque Hotham River, Boddington is flowing with natural beauty. With warm and welcoming rustic country charm, and affordable housing, it may be one of Western Australia's best kept secrets.

Less than 1 hour from Armadale and Mandurah, the Shire of Boddington covers 1,900 square kilometres and is home to approximately 1,759 people. Five main rivers flow through the Shire and over 40 percent of the area is state forest, making it an ideal destination for hiking, cycling, canoeing, horse-riding, birdwatch and viewing wildflowers.

Boddington Lions Rodeo, the largest rodeo event in WA draws large number of visitors each year. Other attractions include the Medieval Fayre & Feast, South32 Summer by the River, Boddington Country Muster, Quindanning Picnic Race Day, Field of Quilts and the historic Quindanning Tavern.

There is a strong sense of community in Boddington with a number of sporting and volunteer groups actively in operation. These range from youth and senior groups, football, cricket, tennis and swimming clubs.

Boddington is well serviced with a local hospital, medical centre, childcare facility, school catering from kindergarten to year 10, an established arts centre, and various sports and recreation facilities. Hotham Park provides locals and visitors with an opportunity to enjoy an amazing adventure playground, complete with nature play areas, an outdoor gym, half basketball, skate park, pump track, BBQ facilities, and a riverside cafe. It is the perfect location for active families to play and exercise together.

## Working for Us

The Shire, is a values driven organisation, understanding that its employees play a vital role in realising the community's vision of becoming a town "well known for being a vibrant and connected community with excellent lifestyle and employment opportunities in a beautiful natural environment".

The Shire values inform our work and interactions with each other and the community. Our culture is our values in action.

- Transparency: Being open and accountable
- Honesty: Acting with integrity and building trust
- Respect: Being tolerant, helpful, and having empathy
- Dedication: The continual pursuit of excellence
- Proactivity: Forward thinking and being positive
- Cohesiveness: Teamwork and unity

We provide an invigorating and rewarding work environment, with a focus on work life balance. Employees are offered a range of amenities and benefits to support both professional development and personal endeavours, including:

- Professional and personal development
- Flexible working arrangements
- Salary Sacrifice
- Superannuation 6% Council matching scheme
- Extra 2 days leave per year
- Reward and recognition program
- Health and well-being program

The Shire is dedicated to diversity in the workplace, equal employment opportunity, and to provide employees with a work environment free of discrimination and harassment.



# Advertisement

The Shire of Boddington is seeking a motivated, energetic, and committed Customer Service Officer to join our team on a fixed-term 12-month contract. This traineeship will include undertaking a Certificate II or III Local Government. This role involves delivering excellent customer service and assisting with the daily coordination and overall functioning of the Shire in a sensitive and attentive manner. Strong communication skills and multitasking ability is essential, ensuring compliance with legislation, policies, and operational protocols.

Key responsibilities include:

- Answer, receive and action incoming queries via telephone and front counter
- Arrange facility bookings, including department and customer liaison
- Perform vehicle and driver licence functions as an agent of the Department of Transport
- Assist customers with tourism enquiries, including Caravan Park bookings by phone and over the counter
- General administration duties

The successful candidate should possess excellent written and verbal communication skills, be computer literate and be able to demonstrate their ability to perform effectively as part of a small team.

The position offers:

- 32 – 38 hours per week, working an 8 or 9 day fortnight (8.30am – 5.00pm)
- Cash component up to \$59,023 (based on 38 hours)
- Up to 17.5% superannuation
- Access to local government benefits including professional and personal development, salary sacrifice and an additional 2 days Public Service Leave per year.

An application package including the position description can be obtained from [www.boddington.wa.gov.au](http://www.boddington.wa.gov.au). Applicants are requested to provide a cover letter, resume and a statement addressing the Selection Criteria (not more than three pages).

For further information about the position and application process, contact Jackie Stewart on 08 9883 4999 or [hr@boddington.wa.gov.au](mailto:hr@boddington.wa.gov.au).

Application should be submitted to [hr@boddington.wa.gov.au](mailto:hr@boddington.wa.gov.au) by 4.00pm on Friday, 12 July 2024.

The Shire of Boddington is an equal opportunity employer dedicated to diversity in the workplace. We provide merit-based employment opportunities to people with regard to race, gender, ethnicity, disability, age, religion or sexual orientation.

## The Package

The salary package for this position is based on a full-time role and is made up of the following:

Salary	\$59,023	Employment Basis	Fixed term – 12 months
Superannuation (11.5%)	\$6,788	Hours of Work	64-76 hours per fortnight
Matching Superannuation (6%)	\$3,541	Additional Leave	Extra two (2) days per annum
<b>TOTAL</b>	<b>\$69,352</b>	Long Service Leave	Thirteen (13) weeks after ten (10) years, transferable between Local Governments
		Superannuation	Guarantee 11.5%
		Matching Superannuation	If you choose to contribute additional superannuation the Shire will match your contribution up to 6%



# Application Details

These details are provided to assist you in the preparation of your application and to help the selection panel evaluate your application.

## Application

Your application should include:

- Cover letter introducing yourself and explaining why you are applying for the position
- Comprehensive Resume
- Selection Criteria which must address the essential criteria contained in the position description. Although there is no specific requirement in the formatting of response, the information you provide should be clear, concise and relevant.

**To be eligible for consideration, it is important to address all of the above items.**

Candidates who demonstrate that they meet the requirements of the role will be considered for an interview. By submitting your application you agree to provide true and accurate information on your career history and qualifications.

**To apply please email [hr@boddington.wa.gov.au](mailto:hr@boddington.wa.gov.au).**

Applications will close at **4.00pm, AWST on Friday, 12 July 2024.**

## Referees

Applicants should provide the names and contact details of a minimum of two referees in their application. The most valuable referees will be those you reported directly to, being either a supervisor or manager responsible for overseeing day to day performance. Referee details should be provided on the understanding that they may be contacted without any prior notification.

## Contact Details

Please provide a convenient telephone number and/or an email address so that you can be contacted easily if you are invited for an interview, or there are queries regarding your application.

## Interviews

Interviews will be conducted in-person at the Shire Administration, 39 Bannister Road, Boddington or via video conference.

## Background checks

Third-party background checks will be undertaken for the preferred applicant – this includes qualifications, police clearance, identity and employment history verifications.

## Equal opportunity

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## Websites

The Shire's website [www.boddington.wa.gov.au](http://www.boddington.wa.gov.au) contains substantial information about the Shire.

## Further enquiries

For further information about the role please contact Jackie Stewart, Human Resources Officer, on 9883 4999 or [jackie.stewart@boddington.wa.gov.au](mailto:jackie.stewart@boddington.wa.gov.au).



# Position Description

## Title

Customer Service Officer - Trainee

## Department

Corporate Services

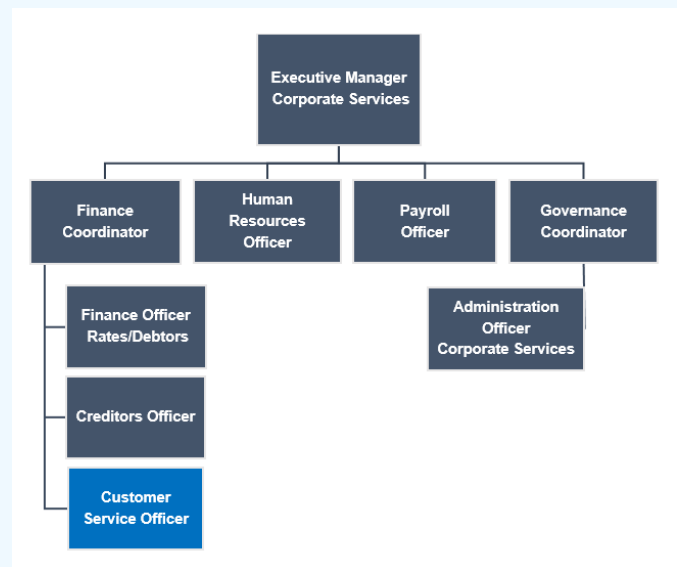
## Salary & Conditions

Level 1 | Local Government Officers Award WA 2021

## Organisational Relationships

Responsible to: Finance Coordinator

Direct Reports: Nil



## Key Responsibilities and Duties

### Administrative

- Routine office duties as directed by the Finance Coordinator
- Answer, receive and action incoming queries via telephone and front counter service as appropriate
- Arrange facility bookings
- Perform vehicle and driver licence functions as an agent of the Department of Transport
- Manage dog and cat registrations
- Process the mail in/out daily.
- Maintenance and allocation of Council Information Booklets, Notice Board and Front Counter.
- Flag marshal duties
- Order stationery as required
- Maintenance of the key register, including signing in and out of keys and standpipe security card

### Tourism

- Proactively assist customers with tourism enquiries

### Financial

- Receipt cash, cheque and Eftpos transactions
- Facilitate the balancing of the register for the end of day process, including banking of money
- Allocate and receipt bank deposits made by ratepayers and clients on a daily basis

### Caravan Park

- Receive and maintain Caravan Park bookings both online and counter/phone
- Receive money from Caravan Park daily and receipt in SynergySoft & Newbook.
- Assist with long term resident bookings
- Arrange Rodeo camping bookings

## General Responsibilities

### Organisational

- Undertake any other reasonable duties as requested by your supervisor.
- Ensure records are managed according to legislative requirements.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Understand and comply with the Shire of Boddington's Code of Conduct, policies and procedures.
- Follow, support and actively contribute to the continual improvement of processes and procedures within the Shire.
- Exercise discretion and maintain confidentiality in all activities.
- Actively participate in the Shire's risk management program, performance review and continuous improvement program.
- Remain committed to demonstrating equal employment opportunity, inclusion and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness equality and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment and bullying.
- Understand and integrate the Shire's values into your daily activities to enhance its positive and constructive culture.

### Work Health and Safety

- Ensure Workplace Health & Safety requirements are observed and adhered, by maintaining safe work practices in accordance with the Work Health and Safety legislation (WHS Act 2020) and the Shire's policies and procedures.
- Take reasonable care for your own health and safety in the workplace and work in a safe manner so that yourself, others, our environment, our equipment and our community remain free from harm.
- Ensure measures are in place to eliminate or reduce risk. This includes providing and maintaining workplaces, assets and systems of work so that others are not exposed to hazards.
- Identify any incidents, hazards or unsafe conditions or work practices which you encounter and either take immediate action if safe to do so or report it to your line manager.
- Conform to the duty of care requirements ensuring your own safety and that of others through the prevention of any adverse acts or omissions.

### Extent of Authority

- Within the limits of Council and Operational Policies, and legislative constraints.

## Selection Criteria

### Essential

1. Basic keyboard and data processing skills.
2. Knowledge of MS Word, Excel and Outlook.
3. Sound mathematical skills and well developed communication skills.
4. Ability to work within and contribute to a team environment.
5. Commitment to further training and professional development.

### Desirable Criteria

1. Previous cash handling/reconciliation experience.
2. Previous customer service experience.

