



SHIRE OF MURCHISON

POSITION DESCRIPTION

1. TITLE **CUSTOMER SERVICE OFFICER/ Finance Administration**

2. LEVEL 3

3. AWARD Local Government Industry Award 2010

4. Position Objectives

4.1 Objectives of Position

Deliver excellence in customer service, Finance, and Administration providing first line telephone, reception and information service. Provide clerical and finance support to the other Officers as required and maintain public information records.

4.2 Within Section

Ensure administrative, transport, library, finance, and other designated tasks are carried out efficiently and professionally.

4.3 Within Organisation

Provide a helpful, efficient and courteous service to other staff and elected members.

5. Requirements of Position

5.1 Skills

- Developed word processing and data entry skills
- Developed Excel Skills
- Sound knowledge of the other Microsoft Office suite of programs, including Word, Outlook, and Publisher
- Developed verbal and written communication skills
- Developed time management and organisational skills
- Developed public relations and interpersonal skills
- Proven ability to work under pressure

5.2 Knowledge

- Sound knowledge of the English language, grammar, spelling and vocabulary
- Sound understanding of Occupational Health and Safety
- Aptitude to learn basic accounting processes

5.3 Experience

- Demonstrated competence in administrative areas

5.4 Qualifications and/or training

- No formal qualifications are required, as on the job and external training will be offered, however an indication of a willingness/ability to undertake a Certificate IV level course is preferable.

6. Key Duties and Responsibilities

6.1 Key Tasks

- First point of contact for telephone calls and front counter enquiries
- Attend to inward and outward correspondence, distributing to relevant persons
- Carry out various sundry clerical functions including the production of memos, letters and reports as required
- Act as cashier and attend to end of day reconciliation
- Attend to Dog/Cat Licensing and maintenance of register
- Attend to Transport Licensing Service requirements
- Assist in maintain all aspects of Council's Public Library service including, but not limited to, attending to book exchanges, distribution and recording of book movements
- Track and reconcile Works and Roadhouse fuel usage
- Process Accounts Payable and Receivable
- Finance duties as directed
- Order stationery and employee amenities supplies in a timely manner
- Filing and Records Management
- Provide support to other staff as required

6.2 Other

- Support the Administration Officer role including maintain the Shire of Murchison website; generate and distribute the Murchison Monologue; assist with the processing and reconciliation of creditors invoices
- Assist with the rating process
- Organise and coordinate Council's civic, administrative and training functions as directed including, but not limited to, location, catering, invitations, equipment and facilities
- Other duties as directed by the CEO and Deputy Chief Executive Officer

7. Organisational Relationships

7.1 Responsible to

Deputy chief Executive Officer

7.2 Supervision

Not applicable.

7.3 Key Relationships

Internal: Chief Executive Officer
Deputy Chief Executive Officer
Administration/Finance Officer
Works Supervisor
Environmental Health Officer (shared)
Administration, Works and other Shire staff
Elected Members

External: General Public (including Ratepayers)
State and Federal Government Departments
Community Groups/Organisations
Associated and related Local Government service providers

8. Extent of Authority

- Operates under direction of the Deputy Chief Executive Officer within established guidelines, procedures and policies of Council as well as Statutory provisions of the Local Government Act and Regulations and other legislation
- Use of judgment within established procedures and use initiative where procedures are not clearly defined. Authority to prioritise work outcomes.

9. Selection Criteria

9.1 Essential

- Effective verbal and written communication skills – demonstrated ability to provide quality administrative services
- Sound computer literacy skills (Microsoft Word, Excel – intermediate level or above, Outlook, Publisher)
- Accounts Payable and Receivable
- Understanding of State Government Regulations and Processes
- Knowledge of Purchasing
- Knowledge of budgets and reconciliations
- Understanding of Occupational Health & Safety
- Effective public relations and interpersonal skills – demonstrated ability to deal effectively with members of the public, staff and elected representatives
- Effective time and personal management skills
- Proven team player
- A current WA 'C' class (or equivalent) drivers' license.

9.2 Desirable

- Working knowledge of Local Government structure and practices
- Knowledge of library systems
- Knowledge of website maintenance
- Knowledge of SynergySoft
- Previous experience in a similar role

Prepared by: _____

Peter Dittrich, Chief Executive Officer

Date: 04 October 2017

Employee Acknowledgement:

I have received a copy of the Customer Service Officer Position Description and sign to acknowledge that I understand and accept the duties thereon.

Signed: _____ Date: _____

Print Name: _____