



**SHIRE OF
HARVEY**

Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

Customer Service Officer

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Community and Lifestyle	Level: 2
Reports to:	Administration and Finance Coordinator	
Supervision of:	Nil	
Significant Working Relationships:	Administration and Finance Coordinator Leschenault Leisure Centre staff Community and external stakeholders Community and Lifestyle Directorate Key internal stakeholders	

2. Position summary

Responsible for the operation of the Centre’s reception, sales and customer service, providing an efficient, helpful and welcoming service for all users of LLC.

Ensure a professional and compatible work environment to other Officers, Councillors, Member and Patrons.

3. Community strategic objectives



Diversified Economy



Connected Communities



Protected Natural Environment



Sustainable Built Environment



Effective Civic Leadership

4. Our values

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5. Key duties and responsibilities

Key functions	Specific duties
Customer Service	<ul style="list-style-type: none">• Facilitate a safe, pleasant and a fun environment.• Conduct regular reception desk inspections to investigate potential cleaning, maintenance, safety and other issues that may require attention.• Ensure contractor inductions and checklists are completed and signed off.• Contribute to the initiation and implementation of emergency procedures as required.• Assist to maintain the security of the centre.• Liaise with user groups and centre program coordinators to ensure that the highest level of customer service is maintained at all times• Assist staff and customers in areas of high demand, cover breaks when required.• Handle as “first person contact” complaints received at the Centre, taking appropriate measures to ensure customer’s needs are met.• Provide input and information as part of the Customer Service team on improvements and feedback from staff and customers.• Ensure your qualifications and skills and training are maintained, and that job skills and emergency procedures are well known and practiced.• Assist administration department with administration tasks where appropriate.• Effectively operate centre lost property system.• Ensure that all centre marketing material and brochures are accurate and well presented.
Other	<ul style="list-style-type: none">• Reasonable duties commensurate with classification level.• Current “C” Class Drivers Licence.

Organisational	<ul style="list-style-type: none"> • National Crime check. • Work in accordance with the Shire’s Work Health and Safety and risk management principles. • Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles. • Create and capture records of work activities in line with policies and procedures. • Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development. • Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time. • Contribute to the attainment and development of strategic plan outcomes, strategies and actions.
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6. Extent of authority

Operates under the general direction of the Administration and Finance Coordinator within the Shire procedures, guidelines and practices and Council policies.

7. Your team



8. Position selection criteria

Essential

1. Current previous experience and training in a customer service and/or sales role.
2. Demonstrated verbal and written skills and ability to follow instructions, procedures and policies as they apply to the position.
3. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
4. Ability to work as an effective team member and solve problems.
5. High level of organisational skills to consistently approach workload in a proactive manner to ensure timelines and standards are met.

Desirable

1. Knowledge of Links software.