



**Stones River  
Council**

Stones River Council  
PO Box 2  
Stones River WA 6724

[www.stonesrivercouncil.wa.gov.au](http://www.stonesrivercouncil.wa.gov.au)



## Employment Application Package – Trainee Customer Service Officer

**P247**

### Position description – Trainee customer service officer

<b>Title:</b>	Trainee customer service officer
<b>Reference:</b>	P247
<b>Cash salary:</b>	Level 1 – A salary range of \$32,280.08 to \$34,086.74 per annum is on offer for this role, depending on age.
<b>Type:</b>	Full-time – 12-month contract
<b>Hours:</b>	76 hours across a nine-day fortnight
<b>Department:</b>	Customer Service
<b>Reporting to:</b>	Customer Service Coordinator
<b>Closing date:</b>	4.00 pm Tuesday, 1 September 2018

### Benefits

- Free gym membership
- Training opportunities
- Up to 12.75% superannuation
- Flexible leave options

### Objectives

To provide a 12-month training program for a person with an interest in developing a career in customer service with local government.

- The position provides the trainee with the opportunity to develop skills and gain experience in a local government work environment.
- The trainee will also be required to undertake training and progress towards completion of a Certificate III in Business Administration.

## **Key duties and responsibilities**

- Provide a professional and efficient counter and telephone service to stakeholders, ratepayers, customers and internal staff.
- Provide routine information to customers and refer technical or complex enquiries to the most appropriate officer or department.
- Direct all phone enquiries to appropriate departmental officers or take messages as required.
- Actively log customer requests into the customer request management system.
- Log planning enquiries.
- Access electronic information systems in order to provide high quality information to customers relevant to their enquiry in accordance with Privacy Act and Freedom of Information Act requirements.
- Receiving and cash receipting of all council remittances.
- Capturing statistics on customer enquiries and service levels.
- Distribution of information, fact sheets and forms.
- Work in close collaboration with other departments to ensure that up-to-date and accurate information and advice are provided to customers.
- Update and maintain contact lists, keyword classifications and databases.
- Processing of animal registrations as per relevant Acts.

## **Work-related requirements**

- Completion of Year 10.
- A genuine interest in completing a traineeship in customer service within local government.
- Demonstrated experience in using Microsoft applications including Microsoft Word and Microsoft Excel at a basic level.
- Sound interpersonal, written and verbal communication skills.
- Sound numeracy and literacy skills, with knowledge of cash handling.

## **Eligibility requirements**

- Provision of a National Police Clearance not more than three months old will be required prior to commencement in this position.
- The successful applicant will be willing to undertake studies towards a Certificate III in Business Administration.
- Eligible to work in Australia.

## **Additional information**

- Supporting documents – Originals of supporting documents must be made available on request, eg National Police Clearance, motor vehicle licence(s) and qualifications where applicable.
- Probationary period – A standard period of three months applies to all new permanent appointments within the shire.

## **How to apply**

1. Prepare a cover letter outlining your suitability for the role.
2. Address the work-related requirements found within this application package.
3. Prepare a resume including contact details for two work-related references. If you are unable to provide work related references please provide a school reference and a copy of your most recent report.
4. Complete the employee application details form (located under the position advert on the council's website).
5. Submit all of the above by following the guidelines below.

Please quote the position reference number when applying for this position.

**Post:** Addressed to – Chief Executive Officer, PO Box 2, Stones River WA 6724

**Email:** mailbag@stonesriver.wa.gov.au

Please note: Late applications and applicants who have not addressed the work-related requirements may not be accepted.

For more information, please contact Human Resources on 1800 ### ##

*The Stones River Council is an equal employment opportunity employer and encourages applications from diverse cultures and all age groups.*