

POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer – Asset Maintenance
DIRECTORATE - SECTION	Asset Services – Asset Maintenance
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Coordinator Infrastructure Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

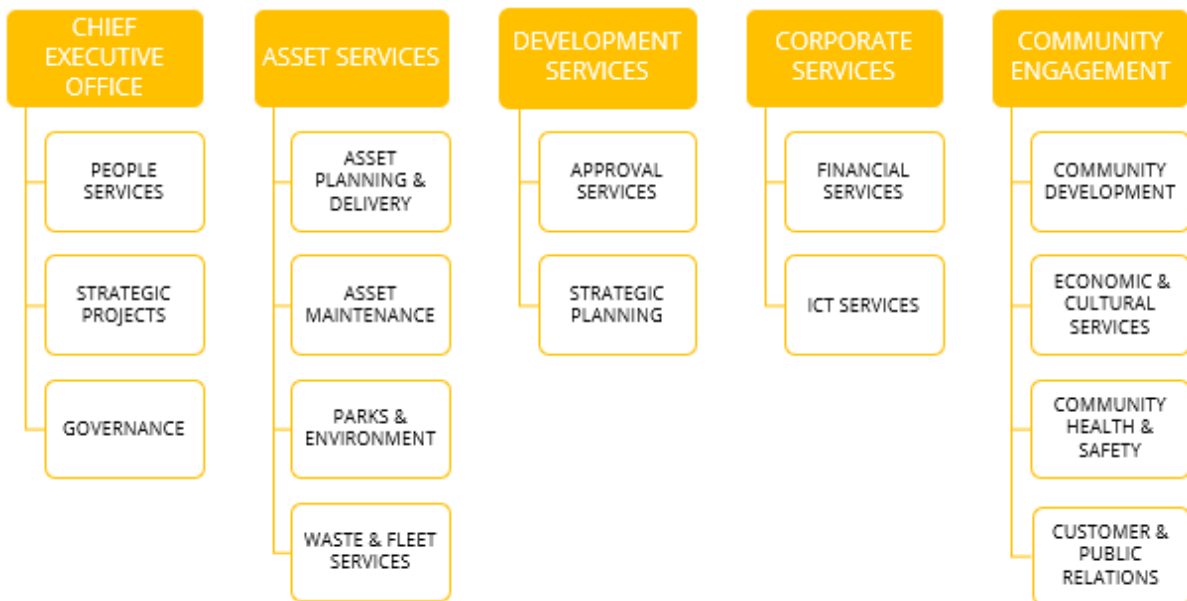
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

The purpose of this role is to provide exceptional customer service, administrative and technical support to staff and customers of the City of Kalamunda. Working within the Asset Maintenance (Infrastructure Service & Building Maintenance) this position is responsible for a wide variety of administrative activities to support the Manager, Coordinator and Supervisors.

KEY RESULT AREAS

ADMINISTRATIVE SERVICE FUNCTIONS

- Prepare correspondence, draft reports, meeting agendas and minutes as required
- Ensure all relevant information is captured as per the City's record keeping policy.
- Preparing bulk mail-outs to customers.
- Assist Coordinator and Supervisors in planning works and activities including "Dial before you dig" requests, JSA, pre-starts, plant bookings, job codes (including private works), requisitions, purchasing and obtaining permits.
- Assist and support the Manager/Coordinator/Supervisors in performing administrative functions and office management
- Prepare Councillor Information Bulletin (CIB) for Asset Maintenance.
- Document and manage incident reports for the team.
- Maintain and update daily works record for the business units.
- Monitor and top up forms used for outdoor crew.
- Raise Internal Customer Service (ICS's) as required.
- Monitor and prepare call out rosters and raise ICS for the follow up.
- Maintain training registers and complete training forms.
- Report faults to the relevant authorities such as Main Roads, Western Power, Water Corporations, Telstra, NBN, Atco, etc.
- Other administration duties requested by the Manager, Coordinator and Supervisors.

FINANCE SERVICE FUNCTIONS

- Raise Requisitions and Purchase Orders in SynergySoft with the approval of the Manager, Coordinator, and Supervisors.
- Raise, monitor, and provide information in relation to standing Purchase Orders.
- Process invoices.

CUSTOMER SERVICE

- Provide accurate, timely, courteous, and professional advice and assistance to customers (internal and external).
- Manage customer service requests with the information provided by Coordinator and Supervisors.
- Resolution of standard customer enquiries relating to the area of responsibility.
- Receive and redirect all incoming telephone calls, providing friendly and professional assistance to callers, or connecting callers to the most appropriate officer.

- Encourage customer feedback by recording customer requests and working towards solutions and responses, keeping the customer informed on progress and liaising across business units to achieve desired outcomes.
- Provide an effective information service to customers for Asset Maintenance by actively sourcing updates and sharing knowledge.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Formal qualifications in Business Administration or any area relevant to the tasks performed by this role.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA

- Experience in providing excellent Customer Service to a wide range of stakeholders.
- Knowledge and understanding of civil construction/maintenance and building maintenance work.
- Experience in providing great administrative supports.
- High level verbal and written communication skills.
- Experienced in the use of Microsoft Office applications.
- Excellent interpersonal skills and the ability to work in a team.
- Excellent organisational and time management skills with the ability to manage tasks simultaneously.
- Demonstrated attention to detail and accuracy in all facets of work.
- Experience in procurement protocols.

DESIRABLE KNOWLEDGE/SKILLS CRITERIA

- Demonstrated understanding of Local Government roles and responsibilities
- Previous experience of 'IT Vision – SynergySoft' integrated Local Government Software System.
- Previous experience of GIS mapping tools is desirable

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Infrastructure Services

DATE PD REVIEWED/APPROVED: 11 May 2023
