

POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer – Community Health
DIRECTORATE - SECTION	Community Engagement – Community Health & Safety
LEVEL - EBA	4 – Salaried
RESPONSIBLE TO	Coordinator Environmental Health

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.

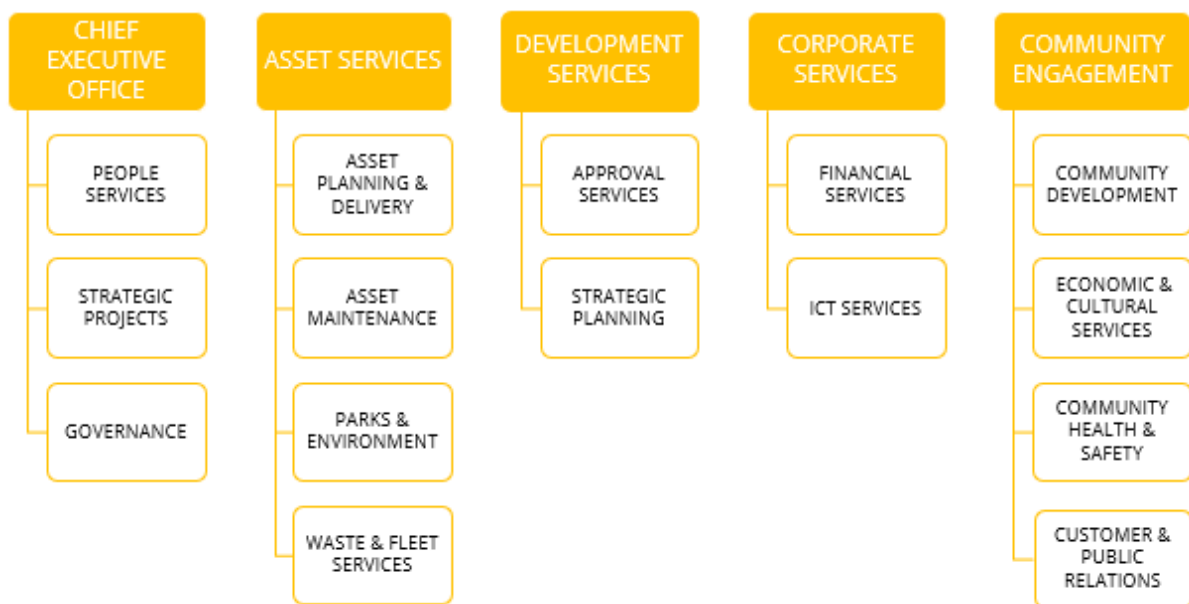
OUR VALUES

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

Provide high quality customer service as the initial contact for enquiries and information requests from both internal, external customers, identify and convey details to the appropriate team member and Coordinator with regards to all health matters pertaining to the Environmental Health team.

KEY RESULT AREAS

CUSTOMER SUPPORT

Proactively maintain and further foster excellence in customer service values and culture throughout the City, with a consistently positive image of Council being promoted to the community.

STATUTORY REQUIREMENTS

Ability to provide information on relevant legislation pertaining to all matters within Health Services business unit. Ability to relay information to customers accurately and within the timeframes outlined by the customer service charter.

CLERICAL SUPPORT/ADMINISTRATION

Proactively maintain and further foster all administrative tasks and action any requests or complaints under the direction of Coordinator Environmental Health.

STRATEGIC AND OPERATIONAL TRAINING

Support the Coordinator Environmental Health and Manager Community Health & Safety by offering innovative suggestions. Undertake training to improve skills and knowledge relevant to the duties of the position.

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)

- Relevant training or equivalent experience in a Customer Relations capacity.

SELECTION CRITERIA

1. Ability to ensure consistently high standards of customer service is delivered both internally and externally.
2. Ability to work both autonomously and within a team environment.
3. A sound level of understanding of the broad functions of Local Government, statutory requirements, and laws.
4. Good quality and accurate presentation of advice, both verbally and written, via all standard forms of business communication (including email, memo, letters, reports; policies; procedures; and the development and delivery of visual presentations).
5. Demonstrated administration experience, including administering programs and business correspondence.
6. Developed ability to prioritise and work in a timely manner to achieve outcomes.
7. Highly developed skills in the use of Office 365 (Word, Excel, PowerPoint, Publisher) and IT Vision's – Synergy Soft.
8. Ability to foster a culture of innovation and excellence through continual team improvement.

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: Manager Community Health & Safety
DATE PD REVIEWED/APPROVED: 22 March 2023
