

POSITION DESCRIPTION

POSITION TITLE	Local Government Trainee
DIRECTORATE - SECTION	Community Engagement – Customer & Public Relations
LEVEL - EBA	Traineeship – Salaried
RESPONSIBLE TO	Customer Relations Team Leader

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

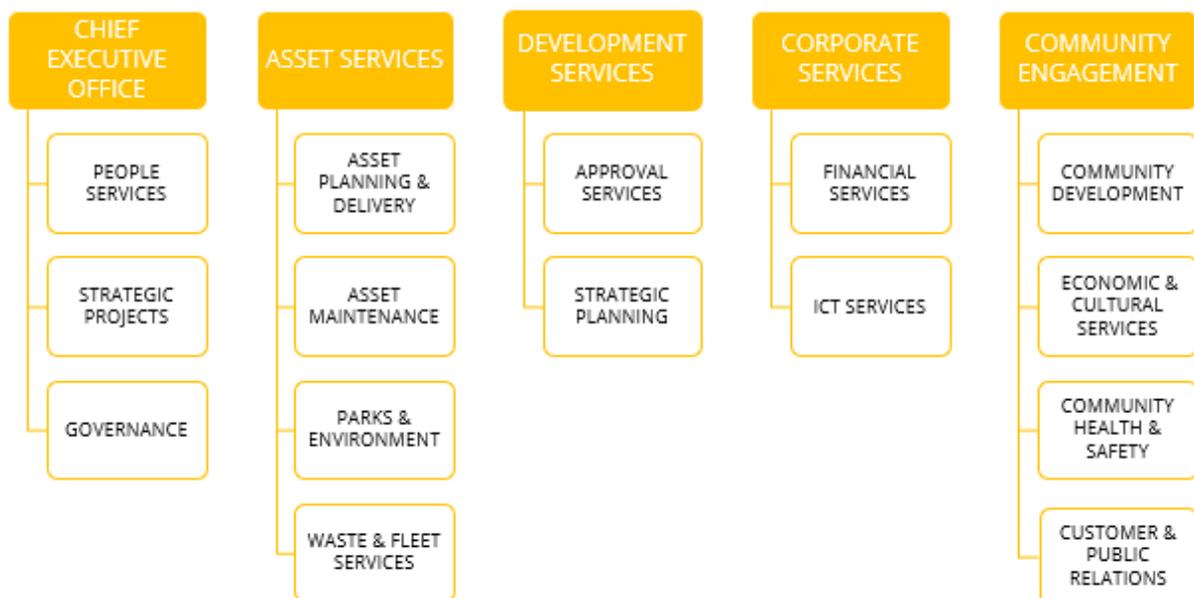
OUR SIMPLE GUIDING PRINCIPLES

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

- Gain knowledge and an introduction to local government through front line customer service and basic administration experience to satisfy the requirements of an Administration Traineeship.
- To provide assistance, under supervision, to officers in the performance of a variety of administration and customer service duties.

KEY RESULT AREAS

CUSTOMER SERVICE

- Provide high levels of customer service by assisting with customer enquiries and through efficient and effective performance of duties.
- Represent the organisation in a professional, positive and friendly manner
- Deal directly, effectively and promptly with a wide range of customers in a sensitive manner.
- Respond to customer requests in a timely manner.

COMMUNICATION

- Foster positive communication processes throughout the organisation and to external customers.

OFFICE ADMINISTRATION

- Provide administration support – including filing, accurate data entry, preparation of New Resident Kits
- Work with databases/Synergy Soft to keep updated.
- Sending and responding to emails.
- Working across different business units within the organisation to gain knowledge and experience.
- Perform other duties as directed by the Customer Relations Team Leader

CASHIER SERVICES

- Maintain cash floats.
- Process and receipt monies directly from the public and via mail remittance ie: cash, cheque, credit and debit cards.
- Receive, process and receipt monies remitted by mail, telephone and from Council outstations.

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.

TRAINING/QUALIFICATION(S)

- Completion of Year 10 or equivalent.
- Working toward a Certificate III in Local Government.

SELECTION CRITERIA

1. Ability to work as part of a team, with good written and verbal communication skills.
2. Basic keyboard skills.
3. Previous customer service experience is preferred
4. A passion for learning about our organisation and the local community.
5. Sound computer skills including the use of the Microsoft Office Suite (Teams, Outlook, Word, Excel, PowerPoint).

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.

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: Customer Relations Team Leader
DATE PD REVIEWED/APPROVED: 5 July 2023
