

POSITION DESCRIPTION

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

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

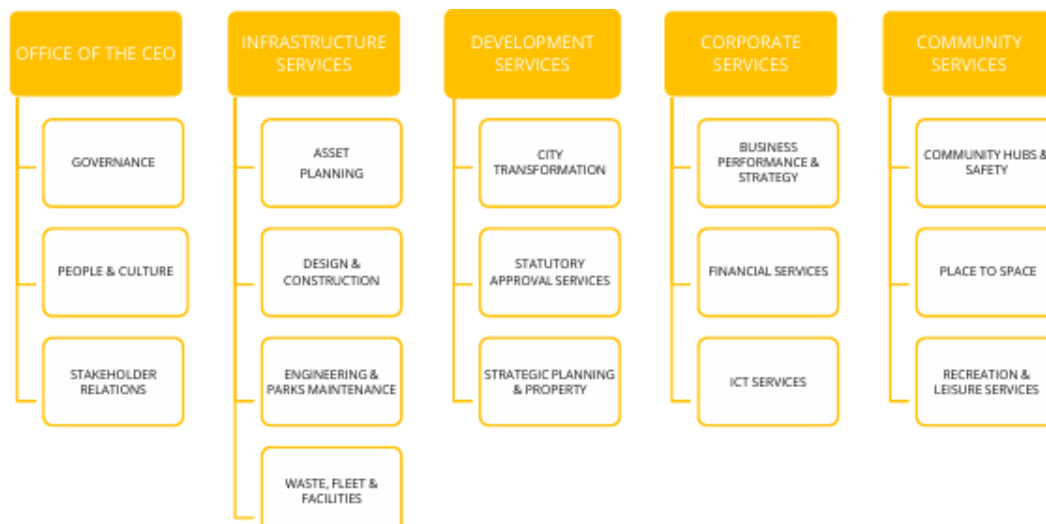
RESPECT We treat everyone with dignity, fairness, and kindness valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.

INTEGRITY We act with honesty, transparency, and accountability upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.

CARE We build trust through empathy, honest feedback, and mutual support— creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.

HONESTY We communicate truthfully and openly building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

As a trainee, learn and develop the skills required to provide high quality customer service as the initial contact for enquiries and information requests from internal and external customers. Identify enquiries and refer matters to the appropriate team member within the Community Safety Team.

Develop knowledge and practical experience in clerical and administrative support functions for Community Safety, Ranger Services, Fire Compliance and Emergency Management, while working under supervision and in accordance with Council policy, legislation, operational standards, specifications and procedures aligned to the City's strategic outcomes.

KEY RESULT AREAS

CUSTOMER SERVICE

- Learn to provide high standards of customer service to both internal and external customers.
- Develop positive working relationships with internal teams, stakeholders and the community.
- Contribute to a culture of teamwork, continuous improvement and service excellence.

LOCAL GOVERNMENT FUNCTIONS, STATUTORY REQUIREMENTS AND LAWS

- Gain an understanding of Local Government functions, Local Laws, Acts and relevant legislation relating to Community Safety Services.
- Participate in on-the-job learning opportunities, including shadowing officers where appropriate.
- Learn to provide accurate information to customers within customer service timeframes and service standards.

CLERICAL SUPPORT AND ADMINISTRATION

Assist under direction with administrative functions including, but not limited to:

- Dog and cat registrations
- Bushfire and fire compliance administration
- Fines enforcement processes
- CCTV enquiries
- Emergency Management administration
- Receipting and infringement databases
- Preparation of brochures and information material
- Preparation of letters, memos and correspondence
- Customer requests and complaint administration
- Assisting with agendas and minutes for meetings
- Prioritising Community Safety telecommunications and customer contact channels

DOCUMENTATION AND PRESENTATION OF FACTS

- Develop the ability to prepare clear, accurate and professional written and verbal communication.
- Assist in preparing emails, memos, letters, reports and other business correspondence.
- Learn to assist with procedures, forms and visual presentations where required.

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.
- Employees are required to comply with the City's Code of Conduct, policies and procedures, and demonstrate behaviours consistent with organisational values at all times.

TRAINING/QUALIFICATION(S)

Essential

- Willingness to undertake structured workplace training and development.
- Basic computer literacy and administrative skills.
- Interest in customer service and Local Government operations.

Desirable

- Previous customer service or administration experience.
- Certificate II, III or IV in Business, Local Government or related field.
- Certificate IV in Local Government Governance (Regulatory Services).

SELECTION CRITERIA

- Demonstrated interest in customer service and administration.
- Ability to communicate effectively both verbally and in writing.
- Ability to work within a team environment and under supervision.
- Willingness to learn Local Government functions, legislation and procedures.
- Ability to prioritise tasks and complete work within required timeframes.
- Basic skills in Microsoft Office 365 (Word, Excel, Outlook, PowerPoint, SharePoint).
- Ability to contribute positively to team culture and continuous improvement.
- Professional presentation and commitment to quality service.

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

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 Hub & Safety

DATE PD REVIEWED/APPROVED: 24 April 2026
