

POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer – Front Counter
DIRECTORATE - SECTION	Office of the CEO – Stakeholder Relations
LEVEL - EBA	4 - Salaried
RESPONSIBLE TO	Coordinator Customer Relations

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

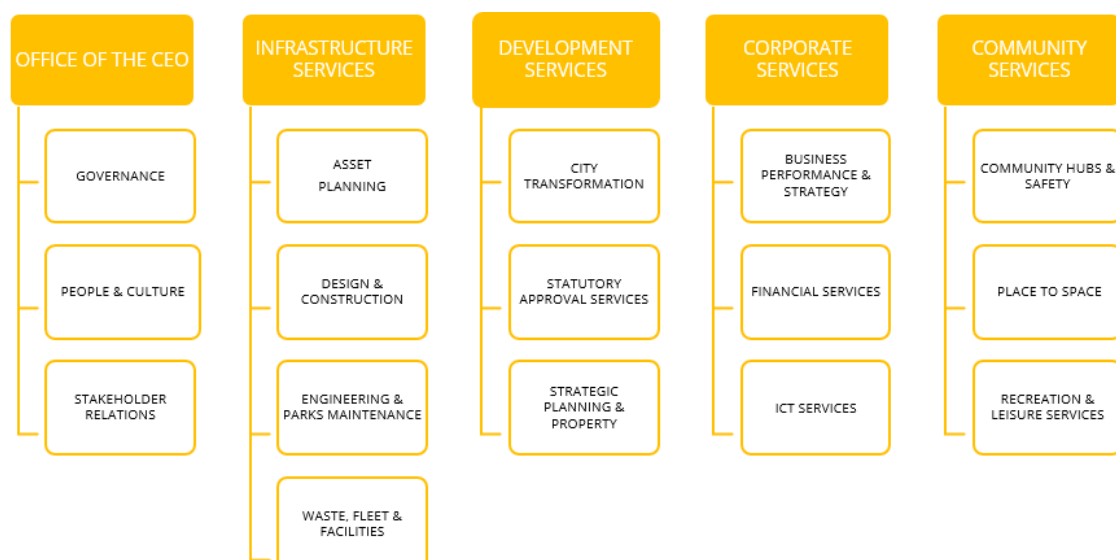
OUR SIMPLE GUIDING PRINCIPLES

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

Provide responsive and professional customer service that strives to ensure every interaction builds trust, satisfaction and confidence in the City.

KEY RESULT AREAS

CUSTOMER SERVICE

- Provide high levels of customer service by assisting with customer enquiries and through efficient and effective performance of duties.
- Drive the City's Customer Service Charter and service standards throughout the organisation
- Deal directly, effectively and promptly with a wide range of customers in a sensitive manner.
- Provide resolutions to customer complaints and offer innovative suggestions, review periodically team operations and functions, suggest improvements to internal members of staff which will continually improve external customer relations.
- Respond to customer requests and complaints in a timely manner.
- Receive a high volume of enquiries by phone and in person
- Strive for first point of contact resolution wherever possible.

COMMUNICATION

- Foster positive communication processes throughout the organisation and to external customers.
- Collaborate with stakeholders throughout the organisation to ensure a streamlined and seamless customer experience for both internal and external stakeholders.
- Have a team-minded focus and work effectively within a high performing team.

OFFICE ADMINISTRATION

- Data entry
- Provide clerical support.
- Maintain filing systems.
- Appropriate record and document handling
- Work with databases/Synergy Soft to keep records updated

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.
- Understanding of accounts
- Security measures including regular clearance of cash.

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 Respect, Integrity, Care and Honesty striving to ensure the City of Kalamunda is a safe and courteous place for all staff and customers.

TRAINING/QUALIFICATION(S)

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

SELECTION CRITERIA

1. Demonstrated customer service experience
2. The ability to achieve high levels of customer satisfaction in an environment with high work volume and competing client priorities.
3. Commitment to teamwork and the maintenance of a supportive work environment.
4. A passion for learning about our organisation and the local community.

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 Customer Relations
DATE PD REVIEWED/APPROVED: 11 August 2026
