

## POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer – Engineering and Parks Maintenance
DIRECTORATE – BUSINESS UNIT	Engineering and Parks Maintenance
LEVEL - IA	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

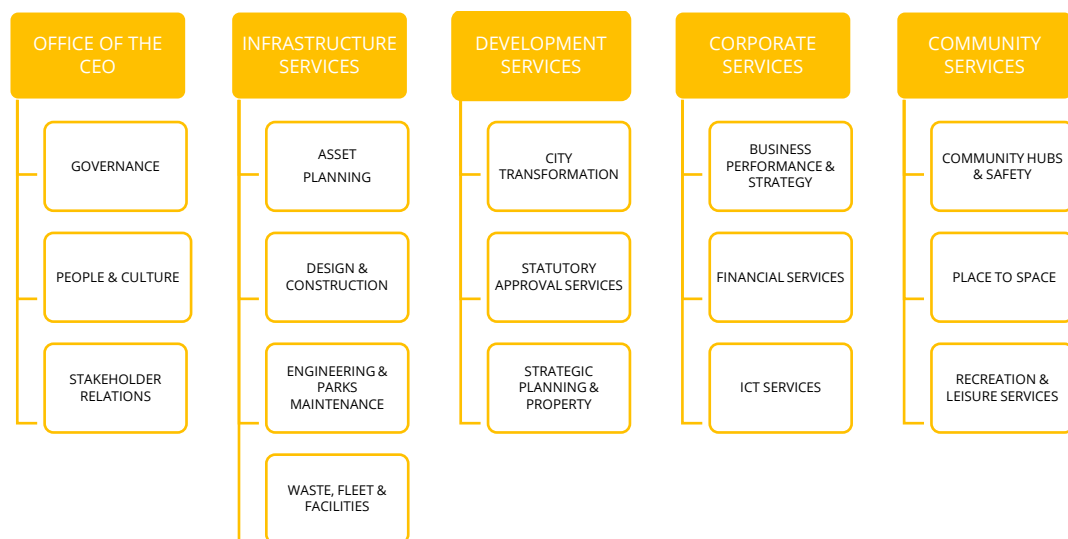
**RESPECT** We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.

**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

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 Engineering and Parks Maintenance Business Unit. This position will predominantly be assisting the engineering team but will assist the parks team where and if required. 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 the Business Unit.
- 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.
- Assist with documentation and tasks as required for call out.
- 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.
- Attend training as required.
- Other administration duties requested by the Manager, Coordinator and Supervisors.

### FINANCE SERVICE FUNCTIONS

- Raise Requisitions and Purchase Orders in SynergySoft (new system will be implemented soon) with the approval of the Manager, Coordinator, and Supervisors.
- Raise, monitor, and provide information in relation to Standing Purchase Orders. Close out Standing Purchase Orders to ensure budgets are up to date.
- 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 Manager, 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 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 Respect, Integrity, Care and Honesty, 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)**

- 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
- Good knowledge of Microsoft Office (Word, Excel and Powerpoint)

### **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.

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REVIEWED BY: Manager Engineering and Parks Maintenance  
DATE PD REVIEWED/APPROVED: 1 May 2026

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