

## POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer – Planning
DIRECTORATE – BUSINESS UNIT	Development – Approval Services
LEVEL - IA	4 - Salaried
RESPONSIBLE TO	Manager Approval Services

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

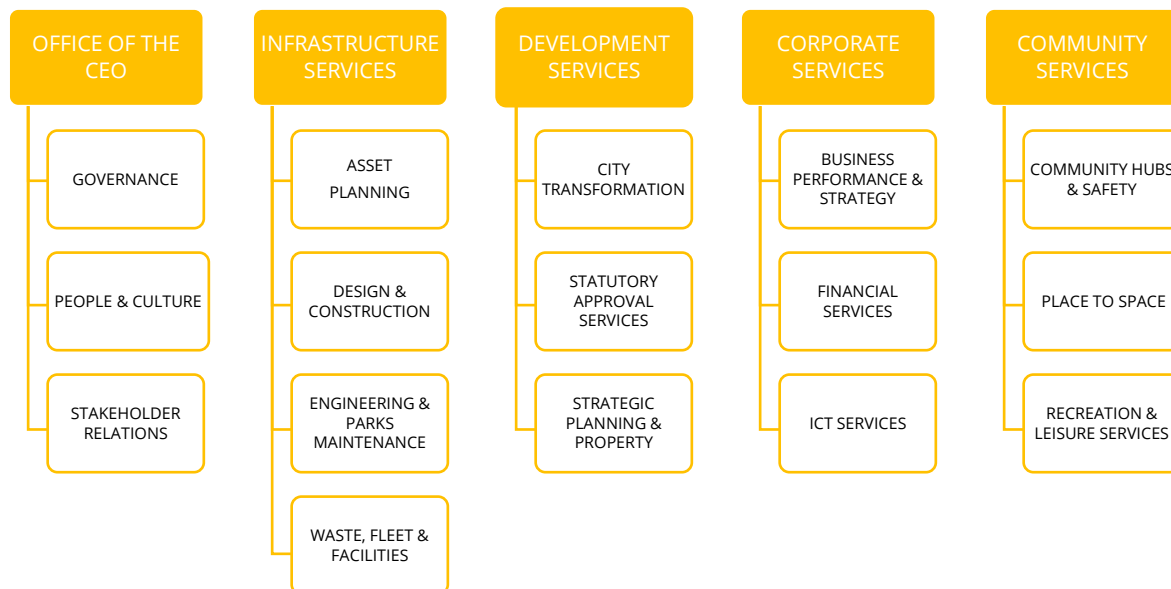
### OUR SIMPLE GUIDING PRINCIPLES

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

Be the initial point of contact for all enquiries received from both internal and external stakeholders and provide high quality customer service in the form of accurate information and/or advice. Additionally, provide ongoing clerical and administrative support to the Statutory and Strategic planning teams; working within Council policy, procedure, legislations, standards and specifications to assist these teams in achieving business unit statutory obligations.

## KEY RESULT AREAS

The following broad outcomes are governed by business direction and supported by 'Key Performance Indicators' relevant to this position:

### CUSTOMER SERVICE

- Proactively foster a culture of high-quality customer service throughout the City by consistently promoting a positive image of Council to the community.
- Assist customers with enquiries and complaints over the phone, at front counter or via email; providing accurate information or advice, or escalating queries where required, within the timeframes outlined by the customer service charter.
- Advise/liaise with other Service Areas and Government agencies on development applications and non-technical matters.
- Respond to customer contacts by providing advice and information in a prompt, confident and courteous manner with respect to the Approval Services business unit responsibilities on planning administration matters unless otherwise documented or directed.
- Identify ways of improving customer service to improve community expectations.

### STATUTORY REQUIREMENTS

- Interpret Local Laws, Acts & relevant legislation pertaining to all matters within Statutory Planning.

### CLERICAL SUPPORT / ADMINISTRATION

- Proactively undertake administrative tasks including but not limited to:
  - Providing producing letters, memos as directed
  - assisting officers with advertising of development applications and scheme amendments
  - assisting in Development Control Unit agenda preparation
  - recording and actioning any requests or complaints
  - Manage incoming development application procedures
  - Updating Synergy records when planning approvals are issued
- Provide administration support to the Manager Approval Services as required
- Foster a culture of innovation and excellence through continual team improvement.
- Provide stationery requirements, receipt and distribution of mail, and email documents and information as required.
- Establish and maintain business unit and public information records and ensure that they are appropriately filed.
- Ensure that files used by business unit are appropriately maintained, distributed and returned to the central records service.

- Maintain an awareness of Occupational Safety & Health responsibilities relevant to a staff member's duty of care and report ALL accidents, incidents and hazardous situations arising during work.

### **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.

### **SELECTION CRITERIA**

1. Sound administration experience, with demonstrable skills in producing good quality and accurate information and advice via all standard forms of written business communication (including email, memo, letters, reports, policies, procedures, presentations etc.).
2. Experience in the provision of high-quality customer service internally and externally, whether in person, over the phone or via email.
3. A sound understanding of the broad functions of Local Government.
4. An understanding of legislation, regulations and standards in relation to Statutory Planning.
5. Excellent verbal communication skills, with an ability to network and building strong working relationships both internally and externally, drawing on conflict resolution skills when required.
6. An ability to work autonomously or with direction within a team environment.
7. An ability to manage time effectively; prioritising work to achieve multiple deadlines within given timeframes.
8. Advanced user of MS Office (Word, Excel, PowerPoint, Publisher) & the Local Government 'IT Vision – SynergySoft' Software.

### **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 Approval Services

DATE PD REVIEWED/APPROVED: 1 January 2023

---