



POSITION DESCRIPTION

POSITION TITLE	Customer Relations Officer – Community Health
DIRECTORATE – BUSINESS UNIT	Development – Statutory Approvals
LEVEL - EBA	4 – Salaried
RESPONSIBLE TO	Coordinator Environmental Health

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

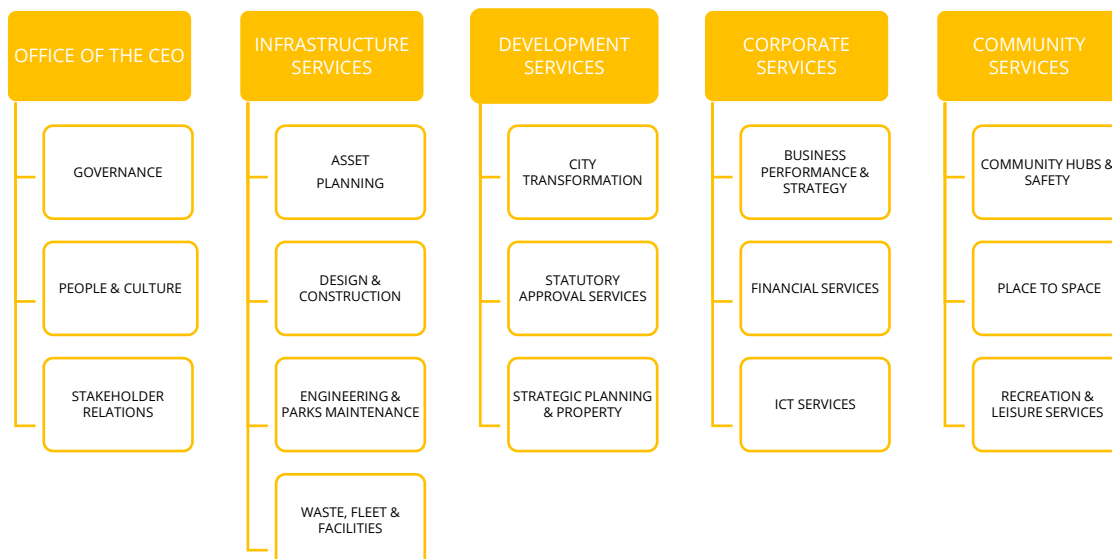
OUR SIMPLE GUIDING PRINCIPLES

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 high-quality customer service and administrative support as the primary point of contact for Environmental Health services. Coordinate customer enquiries, service requests and complaints, maintain business systems and records, and support the efficient delivery of regulatory and public health services.

KEY RESULT AREAS

CUSTOMER SUPPORT

- Proactively maintain and further foster excellence in customer service values and culture throughout the City, with a consistently positive image of Council being promoted to the community.
- Receive, assess and appropriately allocate customer requests, complaints and service enquiries relating to Environmental Health functions.
- Provide accurate and timely information regarding Environmental Health services, processes and service standards and assist in monitoring customer requests to support achievement of service standards and response timeframes.
- Liaise with internal and external stakeholders to facilitate the timely resolution of customer enquiries.

STATUTORY REQUIREMENTS

- Ability to provide information on relevant legislation pertaining to all matters within the Health Services business unit.
- Ability to relay information to customers accurately and within the timeframes outlined by the Customer Service Charter.
- Assist with administrative processes associated with statutory applications, registrations, permits and compliance activities.

CLERICAL/ADMINISTRATIVE SUPPORT

- Proactively maintain and further foster all administrative tasks and action any requests or complaints under the direction of the Coordinator Environmental Health.
- Maintain accurate records within corporate systems including customer request management systems, records management systems and Environmental Health databases.
- Assist with the preparation of reports, correspondence, notices and regulatory documentation, coordinate inspections, meetings and operational activities, and support application processing, data collection and reporting requirements in accordance with legislative and organisational requirements.

Strategic and Operational Training

- Support the Coordinator Environmental Health and Manager Statutory Approval by offering innovative suggestions.
- Undertake training to improve skills and knowledge relevant to the duties of the position.
- Contribute to continuous improvement initiatives that enhance customer experience and operational efficiency, support implementation of business plans and service improvement projects, and identify opportunities to improve administrative processes and service delivery outcomes.

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)

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

DESIRABLE KNOWLEDGE/SKILLS CRITERIA

- Experience working within Local Government, Environmental Health, Compliance, Public Health or a related regulatory environment.

SELECTION CRITERIA

1. Ability to ensure consistently high standards of customer service is delivered both internally and externally.
2. Ability to work both autonomously and within a team environment.
3. A sound level of understanding of the broad functions of Local Government, statutory requirements, and laws.
4. Good quality and accurate presentation of advice, both verbally and written, via all standard forms of business communication (including email, memo, letters, reports; policies; procedures; and the development and delivery of visual presentations).
5. Demonstrated administration experience, including administering programs, preparing business correspondence, maintaining records and managing information within corporate systems.
6. Developed ability to prioritise and work in a timely manner to achieve outcomes.
7. Highly developed skills in the use of Office 365 (Word, Excel, PowerPoint, Publisher) and IT Vision's – Synergy Soft.
8. Ability to foster a culture of innovation and excellence through continual team improvement.

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:

DATE PD REVIEWED/APPROVED: Click or tap to enter a date.
