



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Customer Service Officer	Level	4
Business Unit	Community Safety	Position Number	00191, 00908, 00910, 00911, 01230, 01235, 01694, 01604
Directorate	Planning & Community Development	Date Established	March 2021
Reporting to	Business Support Coordinator	Date Updated	October 2025

2. KEY OBJECTIVES

- Provide administration support and customer service that reflects a collaborative, contemporary and customer responsive culture and approach to service delivery.
- Undertake duties in way that promotes a positive work environment and fosters collaborative efforts designed to encourage community compliance with acts, regulations and local laws through an educative and engagement approach.

3. KEY ACCOUNTABILITIES

- Ensure customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Administrative duties are undertaken accurately, efficiently, effectively, within statutory requirements and agreed timeframes and with rigor applied in all circumstances.
- Correspondence and other written material is of a high standard and content is accurate and error free, and in accordance with the City's writing guidelines.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's records keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Customer Service

- Deliver responsive customer service to the community by proactively identifying and facilitating resolution of specific customer needs.
- Be the first point of contact with the community for requests and complaints via telephone, email and letter related to compliance with acts, regulations, and local laws.
- Positively represent the City in interactions with members of the community and internal customers by providing accurate and meaningful advice and information concerning City compliance requirements.
- Participate in the delivery of initiatives and programs designed to educate and engage the community to achieve compliance without enforcement where possible.
- Proactively identify opportunities for consideration by the Business Support Coordinator for ongoing community education and engagement to address community concerns.
- Proactively promote a culture of continuous improvement focused on achieving the highest level of customer service.
- Maintain confidentiality and privacy of customer records.
- Display behaviours towards customers and team members that align with the City's values.

Outcome: Administration

- Regularly rotate between tasks to ensure cross-skilling and take ownership of personal development.
- Manage incoming calls and the Community Safety inbox and assign mail to responsible person. This includes raising and allocating action requests to relevant Field Services Officers for matters including, but not limited to, parking, animal management, graffiti, litter, reserves, signs, fire breaks, verge control, abandoned vehicles, and shopping trolleys.
- Provide customers with relevant reference details to enable seamless follow with the responsible person.
- Maintain accurate and up-to-date data and information to provide baseline data for the compilation of statistical records and reports.
- Maintain registers and databases including, abandoned vehicles, impounded goods, lost/found/impounded animals, firebreaks, signs, parking permits, etc.
- Prepare a range of standard and tailored correspondence.
- Process infringements cautions.
- Process appeals and second appeals, when directed.
- Process and receipt payments.
- Raise purchase requisitions and receipt goods.
- Provide input into responses to elected member requests promptly.
- Provide guidance, assistance and on-the-job training to employees.
- Participate in the review, update and creation of workplace procedures and practices.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Work Health & Safety

- Work in a safe manner that will not endanger the safety and health of yourself or other workers.
- Maintain good housekeeping and ensure that safe working conditions and practices are always in place by taking personal ownership of safety.
- Report unsafe practices or hazards to supervisors or safety and health representatives immediately.
- Consult and cooperate with management on matters relating to workplace safety and health.

5. **WORK RELATED REQUIREMENTS**

Essential Skills, Knowledge, Experience and Qualifications:

Demonstrated Skills in:

- Responsive customer service.
- Written and verbal communication that promotes engagement.
- Interpersonal skills and the ability to question and gather information to facilitate successful outcomes for customers.
- Time management and organisational skills.
- Ability to interpret and apply acts, regulations and local laws.
- Microsoft Office and the ability to learn new computer applications.
- Ability to work as part of a team.

Knowledge:

- Demonstrated knowledge of responsive customer service concepts and strategies.
- Demonstrated knowledge of business improvement techniques and processes.
- Working knowledge of administrative systems and procedures.
- Working knowledge of document management systems and databases.

Demonstrated Experience in:

- A similar customer service role.
- Providing administrative support in a multi-disciplinary environment.

Qualifications/Clearances:

- Tertiary qualification in administration and/or equivalent experience.
- Current National Police Certificate (no older than three months).

6. **EXTENT OF AUTHORITY**

- Freedom to act within defined established practices.
- Work outcomes are clearly defined and monitored.
- Problems can usually be solved with reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in the application of established work procedures.

7. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under general supervision.

Internal:

- All relevant Business Units

External:

- Ratepayers and residents
- Community and members of the public
- Other Local Authorities
- Contractors, Consultants and Suppliers
- WA Police Force
- Community Groups
- Government Agencies

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
--	---