



# SHIRE OF HARVEY

## CUSTOMER SERVICE OFFICER - CLERICAL/ADMINISTRATION

### APPLICATION PACKAGE

SHIRE OF HARVEY

102 Uduc Road  
PO Box 500  
HARVEY WA 6220

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# Shire of HARVEY



## **CUSTOMER SERVICE OFFICER – CLERICAL/ADMINISTRATION**

Written applications are invited from suitable qualified persons to fill the vacancy of Customer Service Officer – Clerical/Administration with the Shire of Harvey.

The successful applicant will be responsible for providing efficient and confidential administration and secretarial support to the Executive Manager of Corporate Services and other Senior Officers.

Conditions of employment are in accordance with the Local Government Officer's Interim Award 2011 with a salary payable between Level 4 (\$56,173) and Level 5 (\$64,045), depending on qualifications and experience.

An Application Package along with the Position Description containing the selection criteria and further information relating to this position can be obtained on Council's website, [www.harvey.wa.gov.au](http://www.harvey.wa.gov.au), or by contacting Mrs Cherie Chivell, telephone (08) 9729 0304, during normal office hours.

Applications marked "Customer Service Officer – Clerical/Administration" addressed to the undersigned close at **4.00pm on Friday, 11th March 2016.**

MICHAEL PARKER  
CHIEF EXECUTIVE OFFICER  
PO Box 500  
HARVEY WA 6220



# SHIRE OF HARVEY

## Guidelines to Applying for an Advertised Position

Thank you for your interest in the position advertised by the Shire of Harvey.

These guidelines have been developed to assist you in preparing your application and to enable you to plan for a possible selection interview.

The application package is available in alternative formats, upon request.

### **ELIGIBILITY:**

The Shire of Harvey is an equal opportunity employer. All applications for a position will be assessed against the same criteria, included in the position description.

***Only those applicants, who demonstrate they meet all the selection criteria of the position by a statement addressing the criteria, will be considered for an interview.***

Applications will not be considered until after the closing date and will usually be reviewed by an interview panel. Selections will be based on which applicant demonstrates the highest merit for the position and on their past experience and ability to perform the advertised position.

Note: Canvassing of Councillors will disqualify.

### **PREPARING YOUR APPLICATION:**

Your application should include the following documentation:

#### **Application for Employment Form**

Please complete and attach this form (located after these Guidelines) to the front of your application.

Applications will not be accepted without a completed application form.

#### **Covering Letter**

The covering letter gives the opportunity to introduce yourself to the interview panel. You may wish to summarise your application and emphasise your strongest points and achievements.

#### **A Statement addressing the selection criteria**

In order for you to be considered for short listing, **you must** address the selection criteria that are listed in the Position Description.

**Preparation of the statement addressing the selection criteria is the most important part of your application.**

The selection criteria include the skills, knowledge, experience and, if required, qualifications of the position. Should the position you are applying for require you to present a current Working with Children Check, this will be listed in the essential criteria. Working with Children Checks will be at the expense of the applicant.

Include information of any relevant qualifications you may have obtained and their relevance to the Selection Criteria.

It is strongly suggested that you use each of the selection criteria as a heading and outline your relevant experience separately against each one. It is better to be succinct and relevant rather than wordy. As a guide no more than two (2) paragraphs per selection criteria should be provided.

## **Resume**

Your Resume should include your personal details, relevant work history, and education, training courses, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates/period of employment. In the description of your work history, give a brief summary of the duties and responsibilities for each of the positions.

## **Referees**

You should include in your Resume the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your Resume. Ideally your referees should be a current manager/supervisor, however a manager/supervisor from a previous position may be used.

*It is common courtesy that you make contact with your referees for their approval before nominating them in your application. Tell your referees about the Shire of Harvey position(s) that you are applying for.*

## **Closing Date for Applications**

Vacant positions with the Shire of Harvey are advertised for a specific period and close at 4pm on the closing date in the advertisement.

Late applications will not be accepted.

## **PREPARING FOR THE INTERVIEW:**

To prepare yourself for the interview, re-read the Position Description form, focusing on the selection criteria. Think of examples of work situations where you would have applied the relevant skills and abilities.

Focus on the duties of the position and think about how you would carry them out. Think about any problems you might encounter and how you would resolve them.

Prepare a few relevant questions you may wish to ask the panel. Ensure that you take along the original copy of your records, the certificate of qualification(s) to the interview for the interview panel to sight.

If you are selected for an interview an officer of the Shire will telephone you to organise a convenient time to conduct the interview. Please write down the date, time, location and contact officer's name.

## **THE INTERVIEW PROCESS:**

The interview panel will consist of at least two (2) members. Interviews will follow a set format to ensure equity and fairness to each applicant and will be evaluated in the same manner.

During the interview, the interview panel members will write notes and assess your answers in response to the structured questions, ensuring that applicants are examined in an objective and informed manner. Should you not understand a question asked during the interview please seek clarification prior to providing a reply.

Never assume that each of the panel members knows your suitability for the position, even though you may have worked with them or have had experience in the position for which you have applied.

## **AFTER THE INTERVIEW:**

The successful applicant will be contacted by a member of the interview panel to verbally offer the position. The Human Resource Department will then forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate at your expense and completing a Pre-employment Medical questionnaire at the Shire's expense.

*All unsuccessful applicants will be notified in writing.*

## **SUBMITTING APPLICATIONS:**

All applications may be submitted in any of the following ways:



### **Post**

Chief Executive Officer  
Shire of Harvey  
PO Box 500  
HARVEY WA 6220  
(mark envelope "Confidential" and title of position applying for)



### **Hand**

Shire of Harvey  
102 Uduc Road  
HARVEY WA 6220

Australind Sub-Office  
7 Mulgara Street  
AUSTRALIND WA 6233



### **Electronic Mail**

[shire@harvey.wa.gov.au](mailto:shire@harvey.wa.gov.au)

### **Queries:**

If you require any further information or have any queries, please contact our Human Resources Coordinator Mrs Cherie Chivell on (08) 9729 0304.

## **CHECKLIST**

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### **Some of the things that should be checked by the Applicant**

- Application for Employment Form;
- Covering Letter;
- Selection Criteria answered;
- Resume;
- Copies (not originals) of supporting documentation e.g. qualifications, driver's license, police clearance;
- The application has been photocopied for personal reference;
- If applying for more than one (1) position, enclose separate applications for each position; and
- I have checked and am aware of the closing date and time.

We hope you find these guidelines useful and thank you again for your interest.



# SHIRE OF HARVEY

## Application for Employment

Please attach this form to the front of your application

### Vacancy Details

Position Title:

### Personal Details

Surname: Title: Mr Mrs Ms Miss

Given Names: Date of Birth:

Residential Address:

Suburb: Postcode:

Postal Address: Suburb: Postcode:

Email:

Daytime Contact Number: Mobile:

Are you an Australian Citizen or permanent resident of Australia? Yes No – or –  
 Are you applying for permanent residence? Yes No *If no, please attach a copy of a Visa validating permission to work in Australia.*

Do you hold a current unrestricted Western Australian Motor Vehicle Driver's Licence: Yes No  
 Licence Class (circle) C / R / RE / LR / MR / HR / HC / MC

Do you hold a current: National Police Clearance Working with Children Check OR Willing to obtain clearance/s.

### Recruitment Source

How did you first become aware of this vacancy?

Shire of Harvey website <input type="checkbox"/>	Harvey/ Waroona Reporter <input type="checkbox"/>
South West Times <input type="checkbox"/>	West Australian <input type="checkbox"/>
Seek website <input type="checkbox"/>	Other <input type="checkbox"/>

If "other" please specify:

### Employment History (details must be completed)

#### Refer to Resume for complete details

Period of Employment	Name of Employer	Position Held	Reason for Leaving

### Employment References (details must be completed)

Please provide details of at least two contactable **work-related referees** – i.e. Your present or most recent employer/supervisors.

(Referee) Name:	Position Held	Company	Contact No:

How soon would you be able to commence work?

If currently employed, what is the minimum period of notice required?

## Declarations

The following declarations are NOT a barrier to being considered for employment but will assist us to take due care in assessing appropriate placement should you be the successful applicant.

### Health

To the best of your knowledge, do you have a medical condition that will preclude you from undertaking the duties of the position you have applied for?

No

Yes

If "Yes" please provide details of condition

### Workers' Compensation Claim

Have you ever made a workers' compensation claim?

No

Yes

If "Yes" please describe claim details (*e.g. Year of injury, Company worked for, Period of time off work*)

Are any Claims still current?

No

Yes

Not Applicable

If "Yes" please provide details of current claims.

### Criminal Convictions

Have you ever been convicted of any offence in any court, or are you currently the subject of any charges pending or the subject of an investigation before a tribunal? (*You do not need to give details of any conviction which you have had declared spent under the Spent Convictions Act 1988*).

No

Yes

If "Yes" please provide details

### Applicant Declaration

I declare that all the above statements and attached supporting information are true in all respects. I acknowledge that any statement which is found to be false or deliberately misleading will make me, if employed, liable for dismissal.

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Date



**SHIRE OF HARVEY**  
**GENERAL CONDITIONS**  
**CUSTOMER SERVICE OFFICER – CLERICAL/ADMINISTRATION**

- Salary:** Local Government Officers' (WA) Interim Award 2011 – Level 4 (\$56,173) to Level 5 (\$64,045) per annum, which includes the Shire of Harvey's Enterprise Agreement, salary scale will be dependent upon qualifications and experience.
- Superannuation:** Superannuation of 9.50% occupational superannuation from date of commencement, with the opportunity of an additional 5% or 6% through the Local Government Contributory Scheme if matched by the employee.
- Annual Leave:** Four (4) weeks paid annual leave, including a 17.5% leave loading.
- Long Service Leave:** Thirteen (13) weeks long service leave is applicable after ten (10) years service, this leave is transferable between Local Authorities in Western Australia.
- Sick Leave:** In accordance with the Local Government Officers' (WA) Interim Award 2011.
- Rostered/Day Off:** One (1) Rostered Day Off is available after every nineteen (19) working days. Rostered Days Off cannot be accumulated.
- Probation:** A probationary period of three (3) months is applicable to this position.
- Medical Certificate:** Prior to appointment, the Officer will be required to undertake a medical examination with a Doctor of choice at Council's cost. The appointment to the position is not confirmed until a medical is completed including Council's standard questionnaire and accepted in accordance with Council Policy.
- Police Clearance:** A Police Clearance will be required to be provided to the Shire prior to confirmation of appointment.
- Payment of Salary:** Will be made fortnightly in arrears by direct debit deposit into an account nominated by the employee to a bank or financial institution by electronic funds transfer.

The Shire of Harvey is administered by a Council of thirteen (13) members inclusive of the President. The Shire of Harvey provides a smoke free environment.

Canvassing of Councillors will disqualify the applicant.

The Shire of Harvey is an Equal Employment Opportunity employer.

All other conditions of employment will be in accordance with the Local Government Officers' (WA) Interim Award 2011, Shire of Harvey Enterprise Agreement and Council Policies.

The contact details of at least two referees should be listed in the application, both of whom should be aware of the applicant's working experience, qualifications, performance of duties and responsibilities.

Applicants are required to ensure that full details of their employment history, qualifications and experience are included in their resume and that all selection criteria set down in the Position Description are addressed.

Further information can be obtained by contacting Mrs Cherie Chivell on (08) 9729 0304 or [shire@harvey.wa.gov.au](mailto:shire@harvey.wa.gov.au)

Applications marked "Customer Service Officer – Clerical/Administration" addressed to the undersigned close at **4.00pm on Friday, 11th March 2016.**

MICHAEL PARKER  
CHIEF EXECUTIVE OFFICER  
PO Box 500  
HARVEY WA 6220





# SHIRE OF HARVEY POSITION DESCRIPTION CUSTOMER SERVICE OFFICER – CLERICAL/ADMINISTRATION

1. **TITLE:** Customer Service Officer – Clerical/Administration

2. **LEVEL:** Level 4 - Level 5

3. **DEPARTMENT/SECTION:** Corporate Services

4. **POSITION OBJECTIVES:**

4.1 Objectives of Position:

- To provide effective and efficient administration support to the Executive Manager of Corporate Services, Administrator – Law and Safety Services, Coordinator – Corporate Planning, Community Emergency Services Coordinator and Records Manager.

4.2 Within Section:

- To provide support to the Executive Manager of Corporate Services and Officers in the role of Customer Service, Emergency Management, Law/Ranger Services and Occupational Safety and Health Services.

4.3 Within Organisation:

- To ensure a professional and compatible work environment by providing an efficient, helpful and courteous service to other officers and the public.

5. **REQUIREMENTS OF THE JOB:**

5.1 Skills:

- Legislation and legal documentation understanding.
- High level of communication skills – both written and verbal including draft Council report preparation.
- Ability to work under pressure, by way of maintaining deadlines by effective time management and organisation skills.
- Effective public relations skills.
- Strong commitment to customer service.
- Sound keyboard and computer skills.
- Satisfactory level of numeracy skills.

5.2 Knowledge:

- Working knowledge of Local Government operations.
- Working knowledge and understanding of the Local Government Act and other legislation appropriate to position.
- Sound knowledge of computer software and applications.
- Working knowledge of insurance cover and claims process.

5.3 Experience:

- Experience in office practices and procedures.

- Experience in working with computer software and its application.
- Solid experience in delivery of customer service.
- Insurance policies and claims handling experience.

#### 5.4 Qualifications and/or Training:

- Completed or studying towards completion of either an administration qualification, or training within the emergency management field.

### 6. **KEY DUTIES/RESPONSIBILITIES:**

- Manage and monitor Council's insurance portfolio to ensure adequate levels of insurance are available to protect Council's assets and co-ordinate the processing of all valid claims.
- Assist with the preparation and review of Council's Local Laws – both new and statutory review.
- Assist with all aspects of the procedures pertaining to Local Government Elections and be available to carry out duties as directed by the WAEC Returning/Deputy Returning Officer.
- Assist staff in the drafting and maintaining of up to date job procedure manuals.
- Provide administration assistance in the preparation and delivery of Occupational Safety and Health program of all employees.
- Provide an overall administrative support to the Executive Manager of Corporate Services (EMCS).
- Provide administration assistance to the Coordinator - Corporate Planning.
- Prepare and draft Council reports as directed by EMCS.
- Monitor and update all Council lease and contract files as directed by EMCS.
- Provide administrative assistance to the Administrator Law and Safety Services in dealing with Bush Fire Services, Ranger Services and Emergency Management matters.
- Provide administrative assistance to the Community Emergency Services Coordinator.

### 7. **ORGANISATIONAL RELATIONSHIPS:**

#### 7.1 Responsible to:

Executive Manager of Corporate Services  
 Coordinator - Corporate Planning  
 Community Emergency Services Coordinator  
 Administrator of Law and Safety Services

#### 7.2 Supervision of:

N/A

#### 7.3 Internal and External Liaison:

##### **Internal:**

Chief Executive Officer  
 Executive Manager of Corporate Services  
 Administration of Law and Safety Services  
 Community Emergency Services Coordinator  
 Coordinator - Corporate Planning  
 All other staff members

## **External:**

General Public  
Suppliers of Emergency Services  
Government Agencies/Departments  
Local Government Insurance Services  
Vets and Animal Control Contacts  
Councillors

## **8. OCCUPATIONAL SAFETY & HEALTH:**

The following are your responsibilities to ensure that a safe and healthy work environment is maintained:

- Ensure his or her own safety;
- Avoid adversely affecting the safety and health of any other person through any act or omission at work;
- Must comply with safety instructions specified by their employer;
- Must use personal protective equipment as directed by their employer;
- Must not misuse or damage safety equipment;
- Must report near misses / accidents and incidents as well as hazards to their managers / supervisors;
- Must co-operate with their employer; and
- Should actively participate in Work Injury Management Programmes.

## **9. EQUAL EMPLOYMENT OPPORTUNITY:**

The following are your responsibilities to ensure that an equal employment opportunity environment is maintained:

- Treat all work colleagues equally, in a non-discriminatory manner and with consideration and respect; and
- Undertake equal employment opportunity training provided by Council.

## **10. EXTENT OF AUTHORITY:**

- Operate under general direction of the Executive Manager of Corporate Services within established guideline procedures and policies of Council and other legislation.
- Purchase order authorisation for budget items to the value of \$1,500.

## **11. SELECTION CRITERIA:**

### **11.1 Essential:**

1. Previous experience in all aspects of general administration duties including insurance cover and claims processing.
2. Working knowledge and understanding of the Local Government Act, Regulations and other appropriate legislation.
3. Excellent Customer Service skills.
4. Developed keyboard and computer skills.
5. Developed verbal and written communication skills, including Council report preparation.
6. Ability to maintain a high level of confidentiality.

7. Proven ability to work as team member.
8. Developed numerical skills.
9. Provision of a current police clearance.
10. Developed time management and public relation skills.
11. Hold a current "C" Class driver's licence.

11.2 Desirable:

1. Local Government experience in the Corporate Service's environment including Governance, Law and Order Service, Emergency Management, Record Management, Insurance, Risk Management for example.
2. Be studying towards a qualification in Business or Local Government management.