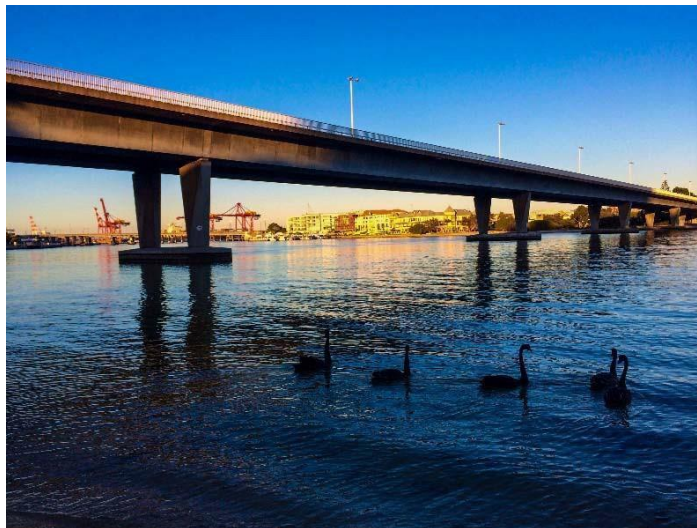




TOWN *of*
EAST FREMANTLE

RECRUITMENT INFORMATION PACKAGE

COORDINATOR CUSTOMER SERVICE



For further information contact:

Tracey Crouch

Human Resources Coordinator

Phone: (08) 9339 9339

or

email: recruitment@eastfremantle.wa.gov.au



Written Applications must be received by:

4pm Thursday 28 October 2021

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1. Advertisement

Coordinator Customer Service

If you are a motivated, experienced Customer Service professional, with strong administrative skills, and an understanding of Local Government, or similar organisation, wanting to work in one of Perth's most picturesque suburbs then you are the person we are looking for.

We are seeking a dynamic, passionate customer service professional who would love to make a difference. Reporting directly to the Executive Manager Corporate Services, this role is responsible for the effective delivery of first point resolution to customers of Council, seeking advice, assistance or information regarding a variety of Councils services. Working at the front counter and overseeing two staff, you will ensure a high level of service to all stakeholders, both external and internal.

This is an incredible opportunity for a suitably qualified person looking for a change where you can be part of a friendly team, in a relaxed working environment, with offices in a refurbished heritage building in a very scenic part of the world, please go to our web page to obtain an application package <http://www.eastfremantle.wa.gov.au/council/employment-at-the-town-of-east-fremantle.aspx>.

The current salary range is \$75,000 – \$77,000 depending on experience, plus up to 14.5% superannuation, and other Town focused benefits, such as our health and wellbeing program.

For more information about the position contact Tracey Crouch, HR Coordinator on 9339.9376.

The Town values workplace diversity, promotes inclusion and encourages applications from all backgrounds, Aboriginal people and Torres Strait Islander people and people with disability.

Applications must be submitted by 4pm Thursday 28 October 2021.

Gary Tuffin
Chief Executive Officer

Information Package: COORDINATOR CUSTOMER SERVICE

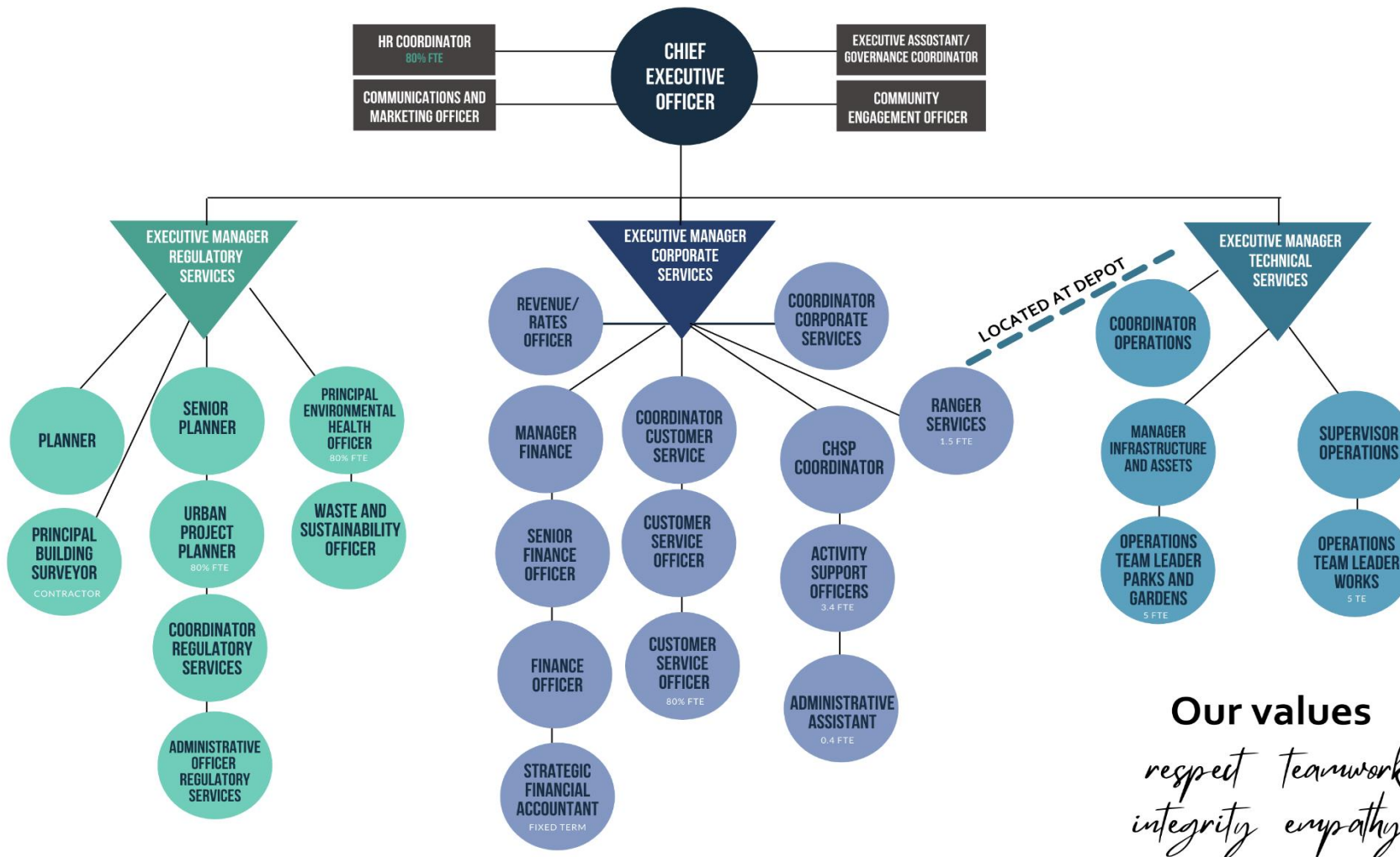
2. Organisation Structure



TOWN of EAST FREMANTLE

ORGANISATIONAL CHART

30 June 2021



Our values
respect teamwork
integrity empathy

3. Conditions of employment

- This is a permanent position, with a three (3) month probationary period.
- Council will contribute 10% compulsory superannuation and you will be eligible to enter into Council's contributory scheme (entitles you to further contributions up to 5% of salary), depending on conditions.
- Working hours – from 8:30am – 5.00 pm (1/2 lunch break) Monday to Friday, 76 hours per fortnight.
- One rostered day off every month
- Annual Leave – four (4) weeks per annum.
- Training and personal development opportunities.
- Clothing allowance – in accordance with Council policy.

4. Other benefits of working at Town of East Fremantle

Employee Benefits: In addition to the salary range indicated above, the Town offers an extensive range of benefits which includes:

- Flexible working hours for a work life balance;
- Parental Leave as per the National Employment Standards;
- Thirteen (13) weeks paid long service leave after ten (10) years continuous service;
- Free parking; and
- Health and wellbeing program.



5. Information on the Town of East Fremantle

The Town of East Fremantle was created in 1897, when it separated from the Fremantle Municipal Council. Bordering the Swan River, our Town has a strong cultural heritage and supports a large range of sporting clubs and community organisations.

The Council comprises the Mayor and eight (8) Councillors, providing representation for a resident population of approximately 8,189 and covering 3.2sq kilometres.

The Town's administration centre is located at 135 Canning Highway East Fremantle and has been fully refurbished to accommodate Finance and Administration, Town Planning and Building, Environmental Health and Community Services. The Depot is located at 59 Allen Street, East Fremantle behind the East Fremantle Bowling club.

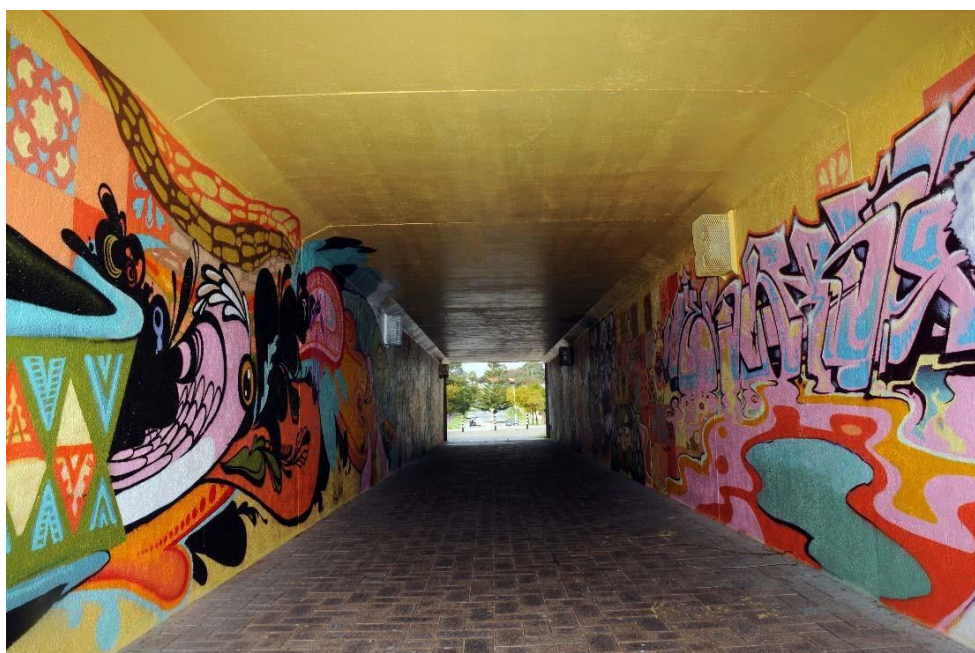
The Town has approximately 60 employees, with a total budget of approximately \$10.5 million.

6. Strategic Community Plan 2020 - 2030

The Strategic Community Plan is a long-term planning document that sets out the community's vision, aspirations for the future, and the key strategies we will need to focus on to achieve our aspirations.

It is part of our fulfilment of the Integrated Planning and Reporting (IPR) Framework. All local governments in Western Australia are required to implement IPR which enables robust decision-making. Our current plan is now being reviewed via a process of community consultation.

A copy of the Plan can be found [on our website](#)



7. Application Process

Selections will be based on which applicant demonstrates the highest merit for the position and on their past experience and ability to demonstrate that they can perform the duties in the advertised position.

7.1 Required Documents

Please provide the following documentation:

- **Covering Letter**

Please provide a covering letter with your application.

- **Curriculum Vitae/Resume**

This should provide personal details (e.g. name, address, telephone number) relevant work history, education, training courses attended, qualifications and professional memberships.

- **Statement addressing the Selection Criteria**

To apply, please submit a statement (in 3 pages or fewer using font no larger than 11 point) that addresses all of the selection criteria. The statement should demonstrate that the applicant has the relevant skills, experience and suitability for the position in the context of the role statement. Selection Criteria can be found in the position description.

Please note – proforma applications cannot be accepted.



7.2 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. We prefer that your referees be a current manager / supervisor; however a manager / supervisor from a previous position may be used.

7.3 Formal qualifications

The position description addresses whether formal qualifications are a requirement. If required, photocopies of your qualification(s) or academic records of current studies should be attached to your application. Please do not submit originals.

7.4 Selection for interview

A shortlist of applicants for interview will be chosen by a selection panel. To be shortlisted applicants must demonstrate that they meet the requirements for the position. Shortlisting may take up to two weeks after the closing date.

If your application is shortlisted, you will be invited for an interview. All interview questions will be based on the selection criteria for the position and in most cases, will be given to you shortly before the interview.

Unsuccessful applicants at this stage will be notified in writing. If you do not receive any correspondence from the Town of East Fremantle within three (3) weeks of the closing date, please assume that your application was unsuccessful in this instance.

7.5 During the interview

Applicants with special requirements, such as wheelchair access, are requested to inform the officer when asked to attend for an interview.

Each interview will be conducted by an interview panel and each applicant will be assessed in the same manner. The aim is to obtain examples of past situations that actually occurred, how the situation was handled and the outcome of the action taken. During the interview, panel members will take notes and assess your answers to questions.

Do not assume that each panel member knows your suitability for the role, even though you may have worked with them, or have previous experience in the position you have applied for.

Should you not understand a question asked during the interview please seek clarification prior to providing a reply. Feel free to ask questions of the panel relevant to the position and the organisation, as the interview is a two-way communication process.

7.6 Additional Assessments

Preferred applicants may be required to undertake a pre-employment medical to determine the applicant's suitability to carry out the inherent requirements of the position description. The preferred applicants will also be required to provide a current Police clearance (the cost of such will be reimbursed).

In some instances a second informal interview may be required.

7.8 Interview Outcomes

All shortlisted candidates will be contacted within seven (7) working days of the interview.

The successful candidate will be offered the position verbally from the panel Chairperson or the Human Resources Coordinator while unsuccessful candidates will be notified in writing.

If requested, the panel Chairperson will provide feedback to unsuccessful applicants who received an interview, indicating the reasons why their application was not successful.

7.9 Submitting your application

Applicants are requested to address their application to Gary Tuffin, CEO and email to recruitment@eastfremantle.wa.gov.au



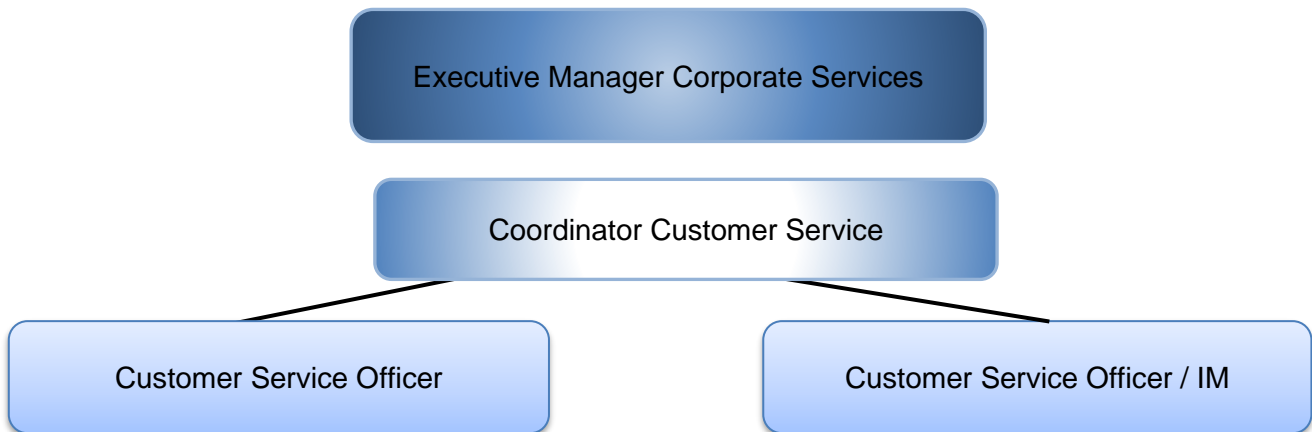
TOWN of

EAST FREMANTLE

HR PD - ADMIN 7 – Coordinator Customer Service

Position identification			
Position number	ADMIN		
Classification	Level 7	Plus over award	
Position title	Coordinator Customer Service		
Directorate	Corporate Services		
Business unit	Finance and Administration		
Service area	Customer Service		
Location	Town Hall		
Agreement	Local Government Award		
Status	Continuous		
FTE	100%	Hours p/week	38
Position created	April 2018	Last review	October 2021

Reporting relationship



Corporate Key Performance Areas outlined in:

- Strategic Community Plan
- Corporate Business plan
- Corporate Services Operational Plan
- Performance appraisal action plan



Primary objectives of the position

- To ensure the effective delivery of Customer Service Team’s functions and ensure a high level of service to all stakeholders, both external and internal.
- Responsible for ensuring the continuity of customer service and coordination of duties between all customer service staff.
- Contribute to all knowledge management systems in assisting the development and enhancement of customer service delivery, including coordination of data entry and production of reports, and interpretation of statistics, from the Customer Service Module.
- Embed a process of continuous process improvement for all Customer Service functions.
- Deliver a high level of customer service both internally and externally at all times.
- Project lead the implementation of the Customer Service Improvement Project, Names and Address Module Cleansing and Updating, and the deployment of mobile customer service applications to field staff.

Key Competencies

- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ Customer service ▪ Job knowledge ▪ Process improvement ▪ Self-management and initiative ▪ Communication ▪ Community engagement | <ul style="list-style-type: none"> ▪ Strategic ▪ Interpersonal skills ▪ Quality of work ▪ Professionalism ▪ Teamwork ▪ Leadership |
|---|---|

Key Responsibilities and Duties

Corporate/Organisational:

- Provide a high level of customer service both internally and externally, in line with the standards of the customer service charter.
- Liaise with all business units in the development and reporting of customer service key performance indicators.
- Analyse business unit processes for gaps on customer service standards and identify and develop solutions for service standard shortfalls.

Customer Service:

- Oversee systems and processes to ensure telephone and counter enquires (both internal and external) are dealt with efficiently, in accordance with the service levels contained within the Towns Customer Service Charter.
- Ensure visitors and guests are dealt with in a professional manner, and with courtesy and respect.

- Liaise with managers and staff to ensure that information provided to customers is accurate, timely and informative.
- Monitor and manage day-to-day operational activities and workflow.
- Manage and monitor effective customer complaint handling and complaint resolution processes, in accordance with policy and procedures.
- Manage and monitor effective customer complaint handling and complaint resolution processes, in accordance with policy and procedures. The complaints handling process is to be reviewed on a periodic basis.
- Ensure all incoming calls and queries relating to all service areas are processed in a timely and efficient manner.
- Ensure currency of website information.
- Responsible for updating Front Desk information screen.
- In conjunction with other Support Officers develop FAQ's and fact sheets.

Finance

- Balancing of daily income in a timely manner.
- Prepare daily banking.
- Reconcile Petty Cash.
- Submit BSL collection on a monthly basis.

Governance:

- Ensure best practice sound record keeping compliant with legislative requirements, and supports the use of the Customer Service Module.
- Adhere to the Town's policies, procedures, Code of Conduct and Occupational Safety and Health Responsibilities.
- Perform other duties as directed when appropriate to the scope and level of this position.

Selection criteria

Essential

- Minimum of three years' experience in a Customer Service environment.
- Demonstrated ability to apply effective verbal and written communication strategies to negotiate and resolve varied and complex customer needs.
- Experience in customer service software packages and database maintenance.
- High level computer literacy particularly in Microsoft packages including but not limited to MS Word, Excel and Outlook.
- Demonstrated experience in collection, analysis, recording and management of data.
- Demonstrated experience in effectively identifying, qualifying and resolving a variety of customer needs and issues.
- Demonstrated knowledge of Customer Relationship Management.
- Demonstrated ability in providing leadership and management of direct reports.

- Demonstrated knowledge of Customer Service industry trends.
- Knowledge of financial principles.

Desirable

- Previous experience in a similar position within Local Government, or a qualification and/or extensive experience in any of the relevant field would be highly regarded.
- Understanding of financial processes and procedures.
- Previous supervisory experience.

Other specific details of the position

Extent of authority	This position operates under broad direction but within limits of Town policy and relevant legislative constraints.
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Position has purchasing authority in line with procedure **No**

Certification

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Manager's signature _____ Date _____

2. As position holder I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Position holder's signature _____ Date _____