



## **Customer Service & Accounts Officer Traineeship (Certificate III in Business Administration) or Fixed Term Employment**

The Shire of Collie is currently looking to offer a traineeship - Certificate III in Business Administration or a fixed term employment as a customer service & accounts officer. The position is for 12 months full time with the possibility of extension. This role will be a job-sharing position.

What we are looking for is a person who has an;

- Strong interpersonal skills.
- Enthusiastic attitude with an eye for detail.
- High standard of personal presentation.
- Professional telephone manner.
- High level communication skills.
- Ability to multi-task and work well within the team.

The successful applicant for this role will receive on the job training and work closely with a trainer to complete a Certificate III in Business (nationally recognised qualification). Alternatively, a 12-month contract position will be considered if the applicant already possesses an appropriate qualification. The Shire of Collie provides a rewarding working environment within a friendly and supportive team.

This is an exciting opportunity; to obtain the information package visit our web page [www.collie.wa.gov.au](http://www.collie.wa.gov.au) or call into the Administration Officer to collect your application package. Applications close 4.00 pm on Tuesday 4th June 2019 and should be addressed:

**CONFIDENTIAL – Human Resource Officer**  
**Locked Bag 6225 Collie WA 6225**  
**or email your application to [pam.ahlin@collie.wa.gov.au](mailto:pam.ahlin@collie.wa.gov.au).**

**DAVID BLURTON**  
**CHIEF EXECUTIVE OFFICER**

## PREPARING YOUR APPLICATION

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Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

The application should be stapled in the top left hand corner. **Please do not submit applications in plastic folders or include original documents.**

### **APPLICATION FOR POSITION VACANCY**

The application for position vacancy must be completed. This helps the panel members to clearly and easily learn more about your background.

#### **Covering Letter**

The cover letter is a brief letter outlining the position you are applying for and a brief description of your background and reason for applying for the position.

#### **Curriculum Vitae (Resume)**

Your Curriculum Vitae should provide personal details (e.g. name, address, contact number) relevant work history, education, training courses attended, 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.

#### **Qualifications**

Certain positions stipulate that tertiary qualifications or specific certificates are required. As part of the application, candidates should demonstrate that the required level of education or training has been achieved. Please attach photocopies of any relevant qualifications or academic records to the application.

#### **Referees**

You should include in your curriculum vitae the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your curriculum vitae. Preferably one referee should be your current supervisor or manager, alternatively a supervisor/manager from a previous position may be used.

***It is common courtesy that referees be contacted for approval prior to nominating them in the application.***

## **CLOSING DATES FOR APPLICATIONS**

Vacant positions with the Shire of Collie are advertised for a specific period and close at the time and dates as written in the advertisement. The closing time is the time that the applications are to be received at the Shire of Collie offices.

Late applications will not be accepted.

Short-listing of candidates for interview by the Selection Panel may take up to two weeks after the closing date. The candidates selected for interview will be contacted by an officer from the Shire of Collie by telephone to organize a convenient time to conduct the interview.

## **PREPARING FOR THE INTERVIEW**

To prepare for the interview questions, re-read the Position Description focusing on the Selection Criteria. Think of workplace situations where the relevant skills and abilities have been required to be demonstrated.

Focus on the duties of the position and think about how they would be carried out. Think about the problems that might be encountered and how they could be resolved. Try to identify examples from past experience that might be similar or equivalent.

## **THE INTERVIEW PROCESS**

The interview panel will consist of at least three 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 the answers from the candidates in response to the structured questions, ensuring that all applicants are examined in an objective and uniform manner. If a candidate does not understand a question, they should seek clarification prior to providing a reply.

Never assume that the interview panel members know the suitability of individual candidate for the vacant position even though some applicants may have worked with them or have previous experience in the past for which they have applied.

Wherever possible, relate answers to direct experience.

## **AFTER THE INTERVIEW**

The successful applicant will be contacted by a member of the Interview Panel to verbally offer the position. The Human Resources Department will forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate and completing a pre-employment medical and drug & alcohol test.

***All unsuccessful applicants will be notified in writing.***

## **JOB DESCRIPTION**

**Position:** Customer Service and Accounts Officer

**Department:** Corporate Services

**Reports to:** Finance Manager and/or Director of Corporate Services

**Supervises:** N/A

**Stream/Level:** Level 2(1) or Level 1 (trainee) as per the Shire of Collie Enterprise Agreement 2017

**Incumbent:**

**Date Appointed:**

Position	Key Result Area
To provide initial point of contact with the public and to accurately receive and record payment made at the Shire Administration Office.	Work under the direction of the Finance Manager and/ or Director Corporate Services.
Assist in the overall operation at the Shire Administration Office.	
To provide efficient and accurate services on behalf of the Council in the finance area; primary duties will focus on debtor management.	

## **Key Tasks**

### **Duties/Responsibilities**

#### **Customer Service Officer**

- To respond to telephone and counter enquires and when necessary refer enquires to relevant officer.
- Assist with processing and receipting all monies.
- Prepare correspondence and reports as required.
- Complete end of day cash reconciliations.
- General housekeeping of the reception area.
- Update all relevant display/information stands
- Maintain strict confidentiality at all times
- Promote a positive and professional image of the Shire of Collie.
- Input and implement all regulations regarding Building and Planning Applications
- Maintain tip pass register
- Maintain visitors register (reception)

- Meeting room bookings – print weekly for cleaner and review daily
- Organising outgoing mails for pickup on a daily basis
- Ensure cat and dog registration renewals are completed annually
- Responsible for Building Services Levy and BCITF reconciliation and payment

### Cemetery

- All cemetery related enquiries (includes coordinating funerals and placement of ashes with the relevant parties)
- Liaise with the general public on all matters relating to cemetery enquiries.
- Organise burial services or placement of ashes with the relevant parties to ensure a smooth process (includes but not limited to liaising with funeral directors and works/parks & gardens supervisor)
- Keep all cemetery records accurately and in a timely manner

### Account Officer

- Prepare purchase order as requested
- Daily banking reconciliation
- Processing all debtor related matters, includes but not limited to raising invoices or credit notes, sending monthly statement and following up with outstanding debts either with the respective debtor or Council's debt management agency
- Debtor month end reconciliation
- Petty cash management and monthly reconciliation
- Ensure all filling and electronic recording are conducted on time
- Back up for creditors if required.

### General

- The above duties/responsibilities are shared with another employee and the timeline of the rotation is decided by the Finance Manager
- Comply with all requirement of the Shire of Collie Customer Service Charter, Code of Conduct and Council policies
- Any other duties as directed by the Finance Manager

	<b>Personal Qualifications</b>
<b>Knowledge, Skills and Qualifications</b>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office products</li> <li>• Capacity to work in a results-oriented team environment, organise and priorities duties in the provision of an effective work output</li> <li>• Knowledge of the principles of equal opportunity, anti-discrimination, workplace health and safety and the ability to apply these principles in the workplace</li> <li>• Knowledge, understanding commitment to and application of best practice customer service and principals</li> <li>• Good written and verbal communication skills</li> <li>• Good public relations skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Time management and organisational skills</li> <li>• Accurate keyboard skills</li> <li>• Good numeracy skills</li> <li>• Knowledge of Synergy or equivalent administration package</li> <li>• Knowledge of receivable processing</li> <li>• Experience in debtor accounts processing</li> <li>• Current 'C' Class Driver's Licence</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• High level of interpersonal and communication skills including team building and time management</li> <li>• High level of work ethics including motivation and enthusiasm</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Willingness and aptitude to undertake further training and professional development to keep abreast of latest technology and practices</li> </ul>
<b>OHSW</b>	<ul style="list-style-type: none"> <li>• Contribute to and provide in the leadership of Council's Safety &amp; Risk Management Plan</li> <li>• Operate in compliance with Occupational Health and Safety legislation, regulations, practices and standards</li> <li>• Utilise safe working practices applicable to own work area and practices. Contribute to the identification of hazards and risks and participate in their minimisation and/or appropriate corrective strategies.</li> </ul>
<b>Hours of Duty</b>	<ul style="list-style-type: none"> <li>• 76 hours per fortnight</li> <li>• Start time 8am to 5 pm</li> </ul>
<b>Annual Leave</b>	<ul style="list-style-type: none"> <li>• 4 weeks of annual leave with 17.5% leave loading</li> </ul>

#### Salary Package Details – Shire of Collie Collective Agreement 2017

<b>Cash</b>	<ul style="list-style-type: none"> <li>• Level 2(1)</li> <li>• \$26.25 per hour as of 1 July 2018</li> <li>• \$51,870</li> </ul>
<b>Superannuation</b>	<ul style="list-style-type: none"> <li>• Compulsory superannuation of 9.5%</li> <li>• Matching contribution by Council of up to 8.5%, subject to salary sacrifice contribution by the employee (as per the EBA Agreement)</li> </ul>
<b>Uniform Allowance</b>	<ul style="list-style-type: none"> <li>• \$550 per annum as per the EBA Agreement</li> </ul>

**Signed:**

**Dated:**

APPLICATION FORM FOR EMPLOYMENT			
Position Applied For:			
PERSONAL DETAILS			
Surname:			
Given Names :			
Preferred Title: Mr/Mrs/Miss/Ms		Other:	
Residential Address			
Date of Birth:			
TELEPHONE NUMBER:		MOBILE NUMBER:	
EMAIL ADDRESS:			
Are you an Australian Citizen?			
Do you have a current Working Visa:		EXPIRY DATE	
EMPLOYMENT HISTORY			
Current/Most Recent	Position	From	To
<i>Reason for Leaving:</i>			
Second Most Recent	Position	From	To
<i>Reason for Leaving:</i>			

REFEREES			
List names and telephone numbers of referees who have supervised your work and whom we may contact.			
NAME:		CONTACT NO:	
NAME:		CONTACT NO:	
DRIVERS LICENCE INFORMATION			
Drivers Licence No.:	Classes:	Expiry Date:	
EDUCATION/TRAINING			
Secondary			
HIGHEST LEVEL ATTAINED			YEAR
SCHOOL			
Post-Secondary <i>(Please list any professional qualifications and/or special skills training.)</i>			
Institution	Subjects Taken	Year	Results
Current Studies			
Qualifications Are your qualifications registered in Western Australia?			
ADDITIONAL INFORMATION			



When would you be able to commence employment?	
If employed, minimum period of notice required:	
Comment: (Optional)	
<b>NOTE: ANY OFFER OF EMPLOYMENT IS SUBJECT TO A PRE-EMPLOYMENT MEDICAL WHICH WILL INCLUDE A DRUG AND ALCOHOL TEST</b>	
Convictions: Do you have any convictions for any offences from any court, or are you currently the subject of any charge pending before any court? You do not need to give details of any conviction which you have declared.	
YES	<input type="checkbox"/>
NO	<input type="checkbox"/>
<b>THE FOLLOWING QUESTIONS ARE OPTIONAL AND NEED NOT BE COMPLETED. NON-COMPLETION OF THESE ITEMS WILL IN NO WAY PREJUDICE YOUR APPLICATION FOR EMPLOYMENT.</b>	
Do you speak any language other than English?	
Sporting interests/hobbies	
Membership of Professional bodies:	
Any further information you wish to provide in support of this application:	
<b>DECLARATION</b>	
I certify that the information is, to the best of my knowledge and belief, true and accurate. I understand that the Local Government reserves the right to verify all information in the application.	
Signature of Applicant	Date

## PERSONAL AMBITIONS AND ACHIEVEMENTS

1. What type of work do you find most interesting?

2. What do you feel are your greatest strengths, in the workplace?

3. What do you consider to be your weaker points, in the workplace, which may require development/training/education?

4. What do you consider to be your greatest achievement so far?

Signature \_\_\_\_\_

Date \_\_\_\_\_