

# SHIRE OF COCOS (KEELING) ISLANDS

## VACANCY: CUSTOMER SERVICE / MOTOR VEHICLE REGISTRATION OFFICER (Part-Time: 12 months contract – 10hrs/week)

The Shire of Cocos (Keeling) Islands is seeking applications for a highly motivated individual for a Customer Service / Motor Vehicle Registration (MVR) Officer. This position is a Level 5, it is predominantly based on West Island two mornings per week with flexibility to travel to Home Island for additional hours to cover MVR Officer leave.

The key areas of responsibility include but are not limited to:

- Provide front counter customer service in a friendly and professional manner in accordance with the Shire Customer Service Charter.
- Collect, receipt and reconcile monies following Regulations and Shire procedures.
- Create, update and maintain customer records in the licensing database in accordance with the Department of Transport policies, procedures and guidelines including State Records Act.
- Verification of documents to ensure compliance - renewal, transfer and variation of motor vehicle licences.
- Liaise directly with the Department of Transport to resolve customer queries and transactional requirements.

### About you:

The successful candidate will be able to demonstrate the desired knowledge and skills below:

- Exceptional customer service.
- Professional phone manner
- Excellent verbal and written skills.
- Ability to follow instructions, procedures and policies.
- Strong computer literacy (Microsoft Office -Outlook, Word, Excel, Adobe).

Applicants wishing to apply for this opportunity are to submit a copy of their current resume and a covering letter addressed **confidential** to the Human Resources Officer (not more than 2 pages) addressing why you are interested in and suitable for this role. Applications can be mailed, hand delivered or emailed to [lanif.yakin@cocos.wa.gov.au](mailto:lanif.yakin@cocos.wa.gov.au)

For more information about this position, please contact the Manger Finance and Corporate Services: [vikki.lauritsen@cocos.wa.gov.au](mailto:vikki.lauritsen@cocos.wa.gov.au) or by telephone on (08) 9162 6649. A copy of the Position Description can also be obtained from the Shire's website: <https://shire.cc/en/your-council/employmentopportunities.html>

**Applications close at 4:00pm Monday, 11<sup>th</sup> December 2023.**