



MAJU PULU KITA | ADVANCE OUR ISLANDS

Position Description

| | |
|--------------------------|---|
| Position | Customer Service / MVR Officer Part-Time |
| Section | Finance & Corporate Services |
| Award / Agreement | Local Government Industry Award (WA) |
| Classification (Level) | Level 5 |
| Term of Employment | 12month Contract / Part-time - 10hrs/week |
| Location | Home Island / West Island as required |
| Reports to | Manager Finance & Corporate Services |
| Number of Direct Reports | NIL |

The Shire of Cocos (Keeling) Islands

The Cocos (Keeling) Islands incorporate 27 low lying islands forming 2 coral atolls located in the Indian Ocean 2,768km north-west of Perth. The Shire delivers a wide range of services and facilities to the community, including:

Governance

General Purpose Funding

Law, Order and Public Safety

Health

Education & Welfare

Housing

Community Amenities

Recreation & Culture

Transport

Economic Services

Other Property & Services

Vision & Values

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SERVICE. Provide the best service we can. We serve the community and each other.

ACCOUNTABILITY. We take responsibility for our own actions. We do what we say we will do. Mistakes are an opportunity to learn.

SUPPORT. We support our team and our community. Look for opportunities to help each other.

RESPECT. We respect and value others. Our interactions are always respectful towards others.

INTEGRITY. We will be honest and transparent with all our dealings. Maintain confidentiality. Trust each other.

ACHIEVEMENT. Being Proactive and enabling the outcomes. Be creative and think outside the square.



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Position Objective

To assist the full time Customer Service Officer / MVR in the provision of motor vehicle registrations and customer service. Standard hours of 10hours per week with flexibility to work additional hours to cover periods of leave for the full-time Customer Service Officer/MVR.

Includes the provision of all aspects of driver and vehicle licencing services for the Cocos (Keeling) Islands in terms of section 11 of the *Road Traffic (administration) Act 2008 (WA) (CKI)* and in accordance with the Shires Service Agreement with the Department of Transport.

Primary Responsibilities

Customer Service

- Provide front counter customer service in a friendly and professional manner and in accordance with the Shire Customer Service Charter
- Assist with general public enquiries and provide information, documents and forms as required.
- Apply and relay, in customer oriented language, acts, regulations, policies and procedures.
- Collect, receipt and reconcile monies remitted for payment following Regulations and procedure (cash handling).
- Assist with records management functions of Council

Licensing Services

- Verification of documents to ensure compliance for renewal, transfer and variation of motor vehicle licences in addition to determining and assessing whether eligibility requirements are met.
- Create, update and maintain customer records in the licensing database in accordance with the Department of Transport policies, procedures and guidelines including the State Records Act.
- Processing and receipting monies received directly into the licencing database, including allocation of funds to clearing accounts and reconciling daily takings in accordance with the Department of Transport and the Shires financial reporting requirements.
- Liaise directly with the Department of Transport to resolve customer queries and transactional requirements.
- Compliance with the requirements of the Privacy Act, Freedom of Information Act, and the Department of Transport security policies and procedures to ensure that data integrity and confidentiality requirements are upheld
- Other tasks as required by the Manager Finance & Corporate Services that are inline with the skills and qualifications of the incumbent.



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Required Knowledge & Skills

- Confident phone manner
- Developing ability to maintain financial records and systems
- Good numeracy skills
- Demonstrated verbal and written skills
- Ability to follow instructions, procedures and policies as they apply to the position
- Excellent / Quality customer service skills
- Strong computer literacy (Microsoft Office-Outlook, Word, Excel, Adobe)
- General Office experience

Required Qualifications & Experience

- NIL – formal qualification

Organisational Relationships

| | |
|---------------------------------------|--|
| Reports to | Manager Financial & Corporate Services |
| Supervises | N/A |
| Internal stakeholders / relationships | All Shire Officers |
| External stakeholders / relationships | Local Community / Visitors / Debtors / Department of Transport |

Accountability and Extent of Authority

- Operated under general supervision of the Manager Finance & Corporate Services within established guidelines, procedures and policies of Council.
- This position has no delegated authority in line with procedure.
- Work activities are governed by The Local Government Act (WA)(CKI)1995, local laws and council policies and procedures, including but not limited to:
 - *Road Traffic (Administration) Act 2008*
 - *Equal Opportunity Act 1984*
 - Delegation Register
 - Code of Conduct (including Confidentiality & Privacy)
 - Customer Service Charter
 - Drug & Alcohol Policy
 - Occupational Safety & Health Policy

Occupational Health & Safety

- Follow safe work practices, procedures, instructions and rules at all times.
- Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety.
- Ensure compliance with the provisions of the *Occupational Health and Safety Act 1984* and the *Occupational Safety and Health Regulations 1996* at all times.

Risk Management

- Ensure Council's Risk Management policy, program and the application of sound risk management practices within the workplace and community are observed and complied with at all times
- Minimise damage or loss of property in your control and report any damage, loss or exposures observed.

Variations to Conditions of Employment

- The conditions of employment, your duties and your location may be varied by Shire during the term of your employment.
- The Terms and Conditions of this Position Description are to be read in conjunction with the addendum attached to this document.

Acknowledgement

I have read and understood the contents of this position description and understand:

1. This position description is designed to describe the core functions and outputs of the role and not intended as an exhaustive list of responsibilities.
2. I may be required to perform other duties, which could be reasonably asked of a person in this position, as designated by my Supervisor and / or Manager.
3. The position is subject to change based on adjustments to the Shire's processes, practices, policies and / or organisational structure.



SHIRE OF
COCOS
KEELING ISLANDS

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4. I am expected to embrace skill & knowledge development and adopt a positive and progressive approach to my position and work.

Employee Name

Employee Signature

Date

Authorised By

Name

Signature

Position

Date