

## POSITION DESCRIPTION

### Community Services Officer

#### 1. POSITION IDENTIFICATION

**Title:** Community Services Officer

**Classification:** Level 3 Local Government Industry Award 2020 – Industrial Agreement

**Status:** Permanent, Full-Time

**Section:** GOVERNANCE & WORKPLACE

#### 2. POSITION OBJECTIVES

- Provide direct support and services to residents and stakeholders, acting as a central point of contact for community needs and ensuring efficient, positive experiences for the public.
- Assist with the delivery of services and programs within the Kambalda Community Recreation Facility

#### 3. POSITION REQUIREMENTS – SELECTION CRITERIA

| Qualifications                                                                 | Essential                           | Desirable                           |
|--------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| Certificate III in Local Government (Administration) or similar qualification. | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Current 'C' class driver's licence.                                            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Working with Children's Check                                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| National Police Clearance certificate (less than 3 months).                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

| Experience & Knowledge                                                                             | Essential                           | Desirable                           |
|----------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|
| Experience in frontline customer service / reception.                                              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Experience in general office administration.                                                       | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Experience with processing payments, cash handling and receipting.                                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Experience with handling and resolving customer queries and issues courteously and professionally. | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| Experience in program/event coordination                                                           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Local government experience in a similar role.                                                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

| Skills & Abilities                                                                                                                | Essential                           | Desirable                |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|
| Computer literacy skills, including accurate data entry and proficiency with Microsoft Office Suite ie, Word, Excel, Outlook etc. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Excellent customer service, interpersonal and problem-solving skills, with the ability to remain calm under pressure.             | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Strong written and verbal communications skills.                                                                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Strong organisational and time management skills, with the ability to manage competing priorities.                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Demonstrated ability to maintain confidentiality and handle sensitive information with discretion and integrity.                  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Ability to work both independently and as part of a team.                                                                         | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

#### 4. KEY DUTIES & RESPONSIBILITIES

##### Customer Service

- Present a professional image for the Shire and provide friendly, helpful front counter service to residents, rate payers, and members of the public.
- Respond to phone and email customer enquiries promptly and courteously.
- Responsible for providing a range of services and support for families, youth and elderly.
- Assist with the development and implementation of programs, events and activities within the Kambalda Community Recreation Facility.
- Assist with processing Customer Service Requests and Complaints.

##### Administration

- Receipt monies and payments, undertake daily balancing of receipting transactions, and assist with banking duties when required.
- Assist with maintaining Shire facility bookings.
- Raise purchase orders as required.
- Ensure Shire correspondence and documentation, both electronic and paper-based, is maintained and recorded as per Shire's Record Keeping Policy.

##### Other

- Undertake all duties in accordance with Shire policies, Code of Conduct, and any legislated requirements.
- Perform other duties as directed by the CEO or Executive Managers when required.

## 5. GENERAL ACCOUNTABILITIES OF THE POSITION

### Workplace Health & Safety (WHS)

- You must take reasonable care of your health and safety.
- You must take reasonable care that your acts or failure to act does not negatively affect the health and safety of others.
- You must comply, so far as you can, with any reasonable instruction by the CEO to allow them to comply with the WHS Act.
- You must cooperate with any reasonable policy or procedure of the Shire relating to health and safety at the workplace that you have been advised of.
- You must comply with personal protective equipment (PPE) requirements, including the proper wear, fit, use and care of all PPE as required and advised by the CEO through your manager or supervisor.
- You must identify and report all hazards within the workplace and comply with any requests for further information and reasonable requests to assist in controlling hazards where safe to do so.
- You must report all incidents, including near misses, and comply with requests for further information.
- You must not disturb an incident scene unless instructed by an authorised person.
- You must assist with any incident investigation where a reasonable request is made and help control hazards where safe.
- You must be aware of and follow the Shire's Code of Conduct and not cause or intend to cause mental or physical harm to any person, being mindful that social interactions can impact a person's mental and physical well-being (psychosocial).

## 6. ORGANISATIONAL RELATIONSHIPS

**Responsible to:** Kambalda Place Manager

**Internal liaison:** Chief Executive Office  
All Staff  
Elected Members

**External liaison:** Residents / Ratepayers  
Community Groups  
Members of the Public



**7. EXTENT OF AUTHORITY**

Nil.

**8. AGREEMENT**

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

**As the Employee, I have reviewed and accept the statement of duties in this Position Description.**

| Employee Name | Signature | Date |
|---------------|-----------|------|
|               |           |      |

**As the Manager, I have reviewed and confirm this is a current, correct and relevant document.**

| Manager Name | Signature | Date |
|--------------|-----------|------|
|              |           |      |

**UPDATED : January 2026**  
**APPROVED BY : Chief Executive Officer**