

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.	☐	☒
Current 'C' class driver's licence.	☒	☐
Working with Children's Check	☒	☐
National Police Clearance certificate (less than 3 months).	☒	☐

Experience & Knowledge	Essential	Desirable
Experience in frontline customer service / reception.	☒	☐
Experience in general office administration.	☒	☐
Experience with processing payments, cash handling and receipting.	☒	☐
Experience with handling and resolving customer queries and issues courteously and professionally.	☒	☐
Experience in program/event coordination	☐	☒
Local government experience in a similar role.	☐	☒

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

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 : October 2025
APPROVED BY : Chief Executive Officer