

APPLICATION PACKAGE:

Communications and Reception Officer (1.0 FTE)



The following is the Application Package for the position of COMMUNICATIONS AND RECEPTION OFFICER (1.0 FTE) at the Shire of Koorda, containing the position description with statement of duties.

Applicants are requested to submit:

COVERING LETTER (of no more than two A4 pages) that outlines why you have an interest in the position and working for the Shire of Koorda; summarises your relevant experience, skills and qualifications and details why you believe you are best suited for the role.

CURRENT RESUME which clearly details your personal and contact details; a summary of your work history beginning with your most recent position and including start and finish dates, your job title, the types of tasks that were required in each job and your key achievements; your education and training achievements; any professional memberships; and any activities that you have undertaken outside of work which are relevant to this position.

REFeree CONTACT DETAILS providing information and contacts details for three referees including names, relationship to you (i.e. supervisor), work address and daytime telephone numbers. Referees should be contacted for approval before listing them in your application. Please include on your list of referees if you do not wish us to contact current work referees initially.

SUBMITTING YOUR APPLICATION

Applications must be submitted by email to the Chief Executive Officer at ceo@koorda.wa.gov.au with the subject line: Application COMMUNICATIONS AND RECEPTION OFFICER

CLOSING DATE FOR APPLICATIONS

Applications close 4pm Monday 15 April 2024. It is anticipated that interviews will be held in the following week with the option of in person or via teams.

For any further enquiries, please contact Koorda Shire CEO Zac Donovan via email ceo@koorda.wa.gov.au. Canvassing of elected members or shire staff will terminate the application.

Thank you for your interest in this position at the Shire of Koorda. We look forward to your application.



Communications and Reception Officer

If you like people and have experience in communications and customer service, then the Shire of Koorda wants to hear from you.

A new position of Communications and Reception Officer has been created for someone who has worked in customer service, has experience in website content management and digital platforms, and has a high level of writing and interpersonal skills.

Who we are:

The Koorda Shire is in the north-eastern Wheatbelt about 240km from Perth and half an hour driving from nearby towns. The predominate industry is agriculture (wheat and sheep) and the main town includes a primary school, free-of-charge swimming pool, supermarket, community gym and thriving sports community.

What you get:

The total remuneration package is up to \$69,100.

It comprises a base salary of \$58,700 and superannuation up to 23% with a \$400 clothing allowance and \$50 rent assistance.

The position also has the option of a Shire house with rent currently at \$70 per week.

Work hours are 8am to 4.30pm weekdays with 22 days annual leave and a rostered day off every four weeks.

If you think that living in a friendly and supportive community and communications and customer service is what you want to be doing, then please have a look at the application package - on the Shire's website at <https://www.koorda.wa.gov.au/council/employment-vacancies.aspx> - which outlines the position and lists the core duties and benefits.

For a confidential discussion or further information please contact Shire CEO Zac Donovan on 9684 1219 during office hours or email ceo@koorda.wa.gov.au.

Your application should include a covering letter, resume detailing your relevant experience, qualifications and skills and contact details of referees.

Applications close on 4pm Monday **15 April, 2024**.

Canvassing of Shire elected members or existing staff will disqualify the application.

POSITION DESCRIPTION



COMMUNICATIONS AND RECEPTION OFFICER (1.0 FTE)

1 Incumbent

Name:

Date Commenced:

2 Industrial Instrument and Level

Local Government Industry Award, Level 3

3 Position Summary

To provide first-point-of-contact front counter and phone reception services at the shire main office and coordinate the shire's community communications including online platforms.

4 Requirement of Position

4.1 Skills and Knowledge

- Experience in a customer service environment
- Experience in telephone and front counter reception
- Experience with digital communications and content creation
- Experience with website and content management
- Experience in the use of Microsoft software, in particular Word and Excel
- Experience with publication software including Canva and InDesign
- Highly developed written and editing skills
- Highly developed verbal and interpersonal skills
- Ability to juggle conflicting priorities and manage deadlines
- Positive attitude and desire to work as part of a team and
- Sound research skills.

4.2 Skills and Knowledge (Desirable)

- Tertiary or certificate qualifications in communications, public relation or similar.

4.3 Qualification, Certificates and Licences (Essential)

- A current 'C' class drivers licence; and
- A current National Police Certificate (required if successful applicant)

5 Security

- All information in the administration office and buildings remains strictly confidential.
- Need to deactivate and reactivate security system (if applicable).

6 Key Duties and Responsibilities

Reception

- Be the first point of call for all visitors, incoming telephone calls and incoming emails for the Shire.
- Ensure visitors and guests are always correctly advised and treated in a professional manner.
- Ensure that each telephone call is always greeted in a courteous and professional manner and pass on all messages for officers in their absence.

Communications

- Coordinate production of weekly Shire newsletters.
- Proactively post approved content to Shire social media platforms.
- Coordinate Shire website content and upload information as requested.

Administration

- Collect and record mail from and take mail to post office daily.
- Receipting of all monies onto the financial management system.
- Balancing of the daily transport licensing takings and receipting onto the financial management system.
- End of day reconciliation of the cash drawer and preparation of bank deposits.
- Filing of receipts and reports daily.
- Process and maintain animal registration database.
- Receive bookings for all Shire facilities and record on shire calendar as well as recording completed booking forms and receipting fees.
- Put the flags up and take down each day.

Transport Licensing

- Undertake Department of Transport Training. (5 days)
- Process Driver and Vehicle licensing payments and services.
- Attend to licensing queries.
- Liaise with Department of Transport on all matters associated with licensing.

EDMS System Maintenance

- Maintenance of records in the Shire's electronic data management system (training provided to successful applicant).

General Duties

- Exercise confidentiality in all duties and handle sensitive matters diplomatically as appropriate.
- Assist with reviewing and updating policies and procedures annually or as necessary to assist in achieving best practice outcomes.
- Support the team by assisting in other service areas when required to assist with workload, provide backup or advice in area of expertise.
- Other duties as directed by the Executive Management Team (within skills, knowledge and experience).
- Ensure all duties are carried out in a professional manner consistent with the Shire's code of conduct, staff policies and procedures.

7. Risk Management and Occupational Health and Safety

- Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work and ensure that OH&S responsibilities are met and promoted by complying with the Shire OH&S policies and procedures and relevant legislative requirements to maintain safe work practices and a safe working environment.
- Contribute to the development and implementation of Risk Management strategies in accordance with Council Policy and Risk Management Plans to reduce liability in all areas of risk

8 Organisational Relationships

8.1 Position is responsible to:

- Chief Executive Office – Specific Duties
- Deputy Chief Executive Officer – General Duties

8.2 Position Supervises:

- Nil

9 Extent of Authority

Operates day to day under regular direction of the Deputy Chief Executive Officer with all staff ultimately responsible to the Chief Executive Officer.

CONDITIONS OF EMPLOYMENT

1. Generally, as per Local Government Industry Award – Classification: Level 3
2. Commencing salary \$58,700 base
3. Additional statutory superannuation – currently 11%
4. Additional Shire supported superannuation up to 6% if matched by employee
5. Provision of uniform allowance – currently \$400 per annum
6. Refund of St John Ambulance subscriptions
7. Additional service pay based on tenure after 12 months as permanent employee
8. 22 days annual leave
9. Work hours 8am to 4.30pm Monday to Friday
10. 1 Rostered Day Off per four weeks of employment
11. Duties as per Position Description
12. Willingness to be involved in workplace agreement/discussions/resolutions
13. Undergo annual performance reviews
14. Abide by the Staff Code of Conduct, Employee Safety Policies and Procedures and general safe work practices
15. Undergo necessary Medical Examination/Police Clearance if required
16. Satisfactorily complete necessary induction procedures
17. Commitment to always maintain workplace confidentiality.