



POSITION DESCRIPTION

POSITION DETAIL

Position Title	Customer Service / Licensing Officer	
Position Number	2402	
Department / Section	Corporate Services / Customer Service	
Work Location	Customer Service Area / Licensing	
Date Created/Revised	Revised June 2021	
Award / Level	Local Government Industry Award 2020	4

THE ORGANISATION

Our Mission

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.
 Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

Our Corporate Values

- **Safe** - focus on importance of safety in the organisation
- **Open** - engage in two way communication, with transparency and trust
- **Accountable** – know what you are responsible for, take ownership and deliver
- **Respectful** – demonstrate respect for others skills, knowledge and differing value systems

THE POSITION	
Positions supervised	None
Reports To	Senior Licensing Officer / Governance Officer
Summary & Objectives	Supports the Senior Licensing Officer to ensure the licensing functions are performed to the required standard and in accordance with the Department of Transport's licensing procedures.
Responsibilities & Duties	<p><u>Position</u></p> <ul style="list-style-type: none"> • Assist in the day to day operation of front counter licensing terminals including the processing of motor vehicle, driver licence and revenue transactions. • Provide advice to clients on licensing matters and assist other staff in resolving problems and issues. • Assess eligibility for issue of driver and vehicle licences. • Determine eligibility for grant of concession vehicle and/or driver licences. • Liaise with other staff and Department of Transport on system problems. • Manually prepare documentation and assess fees for system down transactions. • Collect fees and balance collection to session balance daily. • Check transaction log and documents processed which affects the status of the licence record as required. • Ensure all monies collected are brought to account and prepare appropriate documentation daily and cash receipting. • Ensure vehicle plate stocks and licensing stationery and are maintained to the required levels. • Answer incoming telephone enquiries pertaining to licensing and other Council operations and deal with, as appropriate, or refer to responsible officer. • Maintain stationery and other supplies associated with the position. • Prepare relevant correspondence, reports and memorandums as required. • Attend to relevant counter and telephone enquiries and cash receipting. • Any other duties consistent with the level of the position as directed

<p>Responsibilities & Duties Continued...</p>	<p><u>General</u></p> <ul style="list-style-type: none"> • Answer incoming telephone enquiries pertaining to licensing and other Council operations and deal with, as appropriate, or refer to responsible officer. • Cash receipting. • Attend to general counter enquiries. • Any other duties consistent with the level of the position or as directed by the Executive Manager Corporate Services. <p><u>Organisational</u></p> <ul style="list-style-type: none"> • Embrace, support and participate in change to assist in achieving the Shire's goals and objectives. • The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire. • Actively participate in the ongoing development, compliance and promotion of professional customer service standards. • Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery. • Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety & Health, EEO legislation and Council's Policies and Procedures. <p><u>Occupational Safety & Health, Employee Requirements</u></p> <p>Employees are responsible and accountable for:</p> <ul style="list-style-type: none"> • Complying with workplace procedures for risk identification, risk assessment and risk control • Participation in activities associated with the management of workplace health and safety • Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace • Correct utilisation of appropriate personal protective equipment
<p>Authority and accountability</p>	<p>This position operates under the direction of the Executive Manager Corporate Services, Governance Officer and Senior Licensing Officer within clearly established guidelines, procedures and policies of Council.</p>

SELECTION CRITERIA	
Essential	<ol style="list-style-type: none"> 1. Hold a current unrestricted C-class national drivers' licence. 2. Provision of a current National Police Clearance.
Interpersonal skills	<ol style="list-style-type: none"> 3. Sound interpersonal, public relations and customer service skills, with the ability to liaise with all levels and work in a team environment. 4. Well developed verbal communication skills.
Judgment and problem solving	<ol style="list-style-type: none"> 5. Sound judgement and problem solving skills.
Management skills	<ol style="list-style-type: none"> 6. Proven time management skills, with the ability to work under pressure, and be well organised.
Specialist Skills and Knowledge	<ol style="list-style-type: none"> 7. Sound working knowledge of the Road Traffic Act and regulations 8. High level of numeracy and accuracy skills 9. High level of computer literacy and proficiency including use of Microsoft Word, Excel and Internet applications.
Desirable	<ol style="list-style-type: none"> 10. Previous experience in a front counter customer service role.

PRESENT INCUMBENT

Name: _____

Signature: _____ DATE: _____

EXECUTIVE MANAGER

Name: _____

Signature: _____ DATE: _____