



APPLICANT INFORMATION KIT

Customer Liaison Officer

Part Time Position (2 Days per Week)



Thank you for your interest in a position with the District Council of Tumby Bay. Please take the time to read the relevant position description. If you wish to proceed, the following helpful hints are provided to assist you with your application.

The District Council of Tumby Bay is offering an exciting opportunity for a Customer Liaison Officer to join our team. The position is open to Traineeship or experienced applicants in a part time capacity for 3 days per week.

Making Inquiries

After reading the position description if you have any inquiries regarding the position, telephone the contact person on the position advertisement.

Completing your Application

1. Consideration for interview is based upon your clear demonstration that you meet the requirements for the position. **This will be achieved by clearly addressing the selection criteria.**
2. Attach a current résumé which provides your relevant personal details (including your postal address), qualifications and work history.
3. You must include in your résumé the names and contact numbers of at least two (2) professional referees. They must be capable of commenting directly on your work performance. You are encouraged to contact your referees and inform them that they may be contacted in relation to your application for employment with the District Council of Tumby Bay. The supply of referees' names is confirmation of your permission to contact the named persons.
4. Please complete the attached **Application Form** and submit this with your resume and application.
5. **Do not** submit the attached Job Description and Selection Criteria with your application.
6. Please do not submit applications in plastic folders, do not use staples (paperclips are preferred) and do not include original documents.

Lodging your Application

1. Applications must clearly state the position being applied for and addressed to the Executive Assistant, District Council of Tumby Bay, PO Box 61, TUMBY BAY SA 5605.
2. If hand delivered, they should be marked 'Private and Confidential' and addressed to Executive Assistant and delivered to the Reception Counter at Corner of West Terrace and Mortlock Street, TUMBY BAY SA 5605.
3. Applications can also be lodged via email to dctumby@tumbybay.sa.gov.au

The Shortlisting process

1. The Selection Panel (usually 2 or 3 people) will assess the requirements listed in the Position Description and selection criteria with the information provided in your application.
2. The preferred applicants will be shortlisted and contacted by phone to arrange an interview.

The Interview

1. The interview process is a two way process. You will want to find out about the District Council of Tumby Bay, what is involved in the role and if it will use your skills and experience. The panel will be evaluating you on your aptitude and motivation as well as your qualifications, skills and abilities. They will also assess how well you will fit with the culture of the District Council of Tumby Bay.
2. The interview will consist of a series of questions based on the requirements of the position and to



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explore your experience. During the interview you will have the opportunity to explain and expand on the information provided in your application. The Selection Panel's task is to establish whether you possess the required skills or if you have the potential to acquire these skills within a reasonable time.

3. You are obliged to disclose at the interview any information you are aware of that could impair or impede your performance in the position and which will be considered by the panel.
4. You are encouraged to prepare some questions to ask the panel, so you leave the interview feeling confident about the details of the position.
5. You are not required to bring anything with you to the interview, however if you have samples of written work, education certificates, references etc. you are welcome to bring them.

Other Requirements

1. If you are one of the District Council of Tumby Bay's preferred candidates, we will contact your referees to ascertain your suitability for the position. The information remains strictly confidential.
2. The District Council of Tumby Bay has a duty of care under the Work Health and Safety Act 2012 to ensure that you will not injure yourself or others while you are at work. This will be achieved through a pre-placement medical examination arranged by District Council of Tumby Bay. The doctor will advise if there are any medical restrictions that need to be taken into consideration if you are appointed to the position. The District Council of Tumby Bay will then decide whether those restrictions will affect your ability to undertake the role. Your medical records remain strictly confidential.
3. For some positions, a police clearance and/or Working with Children Check will be required, particularly if you are working closely with members of the public who are vulnerable or children. If this is a requirement of the position it will be identified in the Position Description. Any information gathered during this process remains strictly confidential.
4. A driver's license is also mandatory for some positions.

Notification

All applicants will receive a letter of acknowledgement upon receipt of applications and unsuccessful applicants will be notified at the conclusion of the recruitment process.

Thank you

Rebecca Hayes
CHIEF EXECUTIVE OFFICER



APPLICATION FORM

Customer Liaison Officer

Surname (Block Letters):	Given Names:	Mr/Mrs/Ms/Miss	Date of Birth
Home Address			
Postal Address:			
Mobile	Telephone	Email	
How did you find this vacancy? <i>Local Paper, Council Website, Seek etc.....</i>			

Declarations:

Privacy Act 1988:

I acknowledge that:

- o The personal information provided in this application is collected for the purpose of assessing suitability for employment for the position stated above.
- o Access is limited to use by Council employees and other authorised persons.
- o Supply of the personal information is voluntarily supplied and non-supply may cause delay or inability to proceed in the processing of this form.
- o The personal information will be stored in Council's system

Signature: Date:

Have you any known condition, which the Council will need to accommodate either for interview or for you to perform the duties of the position for which you have applied? **Yes/No**

If so, please give details:

To avoid any potential conflict of interest, please advise if you have any association with or connection to current members of staff or Councillors. Note this information is confidential and will be used to ensure the selection of an independent interview panel. **Yes/No**

If yes, please indicate details on a separate sheet.



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Applicant Information Release

I hereby authorise any person, educational institution, or company I have listed as a reference on my employment application to disclose in good faith any information they may have regarding my qualifications and fitness for employment. I will hold the District Council of Tumby Bay, any former employers, educational institutions, and any other persons giving references free of liability for the exchange of this information and any other reasonable and necessary information incident to the employment process.

Signature: Date:

I certify that all answers and statements on this application form and any attachments thereto are true and complete to the best of my knowledge. I understand that, should I provide untruthful or misleading information, this application may be rejected or my employment with Council subsequently terminated.

Signature: Date:

NB: Please return this form with your Application



SELECTION CRITERIA

POSITION:	Customer Liaison Officer
CLASSIFICATION:	Level 2
AWARD:	District Council of Tumby Bay Outdoor Enterprise Agreement 2021/2024 and South Australian Municipal Salaried Officers Award
DEPARTMENT:	Administration Department
REPORTING TO:	Executive Assistant
LOCATION:	District Council of Tumby Bay – Council Office
APPROVING MANAGER:	Deputy Chief Executive Officer

KEY SELECTION CRITERIA

- Ability to interact with a broad range of people in a respectful and professional manner
- Strongly focused on the provision of quality customer service
- Ability to communicate clearly and precisely
- High level of computer literacy, in particular MS Office, Adobe InDesign (not essential) and Canva
- Ability to manage cash
- Good time management, planning and organisational skills
- Ability to multi task when required
- Conform with Council's Mandatory Code of Conduct for Employees
- Current Driver's Licence
- Current Police Check
- Working With Children Check

SPECIAL REQUIREMENTS

Successful applicants will be required to prove their eligibility to work in Australia and undergo a medical assessment prior to finalisation of selection as well as be willing to undergo a Police Check and Working with Children Check.

Note: Applicants should address the selection criteria in their application

POSITION DESCRIPTION

POSITION:	Customer Liaison Officer
CLASSIFICATION:	Level 2
AGREEMENT:	District Council of Tumby Bay Outdoor Enterprise Agreement 2021 /2024 and South Australian Municipal Salaried Officers Award
DEPARTMENT:	Administration Department
LOCATION:	District Council of Tumby Bay – Council Office.
APPROVING MANAGER:	Deputy Chief Executive Officer
DATE APPROVED:	April 2023

Position Requirements & Description	
ROLE OBJECTIVES	<ul style="list-style-type: none">• Provision of quality and timely customer service to ratepayers, residents and clients of Council• Provision of quality and timely administration & communication support to the organisation
Authority & Accountability:	Completion of generic and basic tasks involving the utilisation of basic skills under established practices and procedures. Individual or team work is closely monitored under direct supervision.
Judgement & Problem Solving:	Judgement is minimal and work activities include routine and clearly defined work which is coordinated by other employees. The tasks to be performed may involve the use of a basic range of tools, techniques and methods within a limited range of work.
Specialist Knowledge & Skills:	Job specific knowledge and skills are obtained through basic on-the-job training and workplace based induction training.
Management Skills:	Not required at this level.
Interpersonal Skills:	Limited to basic communication with other staff and with the public.
Qualifications & Experience:	An employee in this level will undertake on-the-job training, which may include an induction course.
Job Requirements:	Essential: <ul style="list-style-type: none">• Ability to interact with a broad range of people in a respectful and professional manner• Strongly focused on the provision of quality customer service• Ability to communicate clearly and precisely

	<ul style="list-style-type: none"> • High level of computer literacy, in particular MS Office and Canva • Ability to manage cash • Good time management, planning and organisational skills • Ability to multi task when required • Conform with Council's Mandatory Code of Conduct for Employees • Current Driver's Licence • Current Police Check • Working With Children Check <p>Desirable:</p> <ul style="list-style-type: none"> • Provision of quality customer service • Cash handling experience, numeracy and verification skills <p>Adobe InDesign (not essential)</p>
Duties & Responsibilities:	<p>Customer Service</p> <ul style="list-style-type: none"> • Reception and general office duties including first point of contact for telephone and counter enquiries • Responsible for coordinating DCTB calendar bookings • Assistance to customers with the DACO system and payments • Cashier duties <p>Administration Duties</p> <ul style="list-style-type: none"> • Maintain registers - Boat Ramp, Fire Permit, Fees & Charges etc • Maintain and review the Community Directory • Daily Banking, BPAY, eService payments and daily routine administration procedures • Administer cemetery bookings, maintain plans and registers. Ensure website updated in a timely manner • Maintain office supplies • Processing accounts receivable requests as necessary • Authorised Officer – issue of burn permits • Other administration duties as directed <p>Communications & Community Facilitation</p> <ul style="list-style-type: none"> • Development of ad hoc information sheets, flyers, brochures etc. • In conjunction with the Community and Economic Development Officer develop a social media plan and manage social media content • Assist with maintenance of the Council website and its content if required • Project work as agreed between CEO, EA and incumbent

General:	<ul style="list-style-type: none"> • Work cooperatively as a member of the Council team • Participate in team meetings and other work related meetings • Develop and maintain productive relationships both within the work group and other organisational teams of Council • Project the image of Council as one of courtesy and cooperation • Be conscientious in the performance of responsibilities and duties, and scrupulous in the use of official or confidential information, equipment and facilities • Ensure all Council records are maintained in compliance with the State Records Act, Local Government Act and other relevant legislation • All employees are bound to act in accordance with the Local Government Act 1999 and provisions of the Mandatory Employee code of Conduct • Other duties as directed by Line Manger or Executive as required
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