

Position Description

Position Title	Customer Service Officer
Portfolio	Member Services
Reports To	Manager Association and Corporate Governance
Employment Type	Full Time, 12 months fixed term
Location	West Leederville

Team Overview

This position sits within the Association and Corporate Governance Team which is responsible for internal governance processes, managing facilities and vehicle services for the Association, and providing high level customer service to Members and the general public.

Position Purpose

The Customer Service Officer is responsible for the delivery of excellent customer service to Members, external stakeholders and the general public, as well as the provision of accurate and efficient general administration support across the Association.

Key Accountabilities

Customer Service	<ul style="list-style-type: none"> • Greeting visitors to WALGA's offices and providing a friendly, personable experience to each visitor • Answer, screen and forward incoming phone calls promptly • Stay up to date of WALGA activities and services to facilitate timely and appropriate information to Members • Monitor and distribute general enquiry emails and correspondence • Collect and distribute daily mail/deliveries • Maintain kitchen and office consumable, when required • Book taxis and couriers • Book and set up/pack down meeting rooms when required • Assist with facilities requests and provide support for other roles in the team as required • Promote and project WALGA's commitment as a Member focused organisation with adherence to customer service standards.
Administration	<ul style="list-style-type: none"> • Maintain accurate register on staff carbay usage including sharing with payroll



	<ul style="list-style-type: none"> • Proactively assist in the completion of administrative tasks as directed/requested by other areas of the business • Perform general office administrative tasks such as creation of word documents, spreadsheets, publications, and signage for the office • Monitor procedures to improve performance in administrative and workflow processes in conjunction with the Manager Association and Corporate Governance
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Key Relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, make suggestions and provide updates. • Receive advice and report on progress towards business objectives • Identify emerging issues/risks and their implications and propose solutions.
Team	<ul style="list-style-type: none"> • Support a collaborative and inclusive work culture and balance the success of the organisation with individual and team goals. • Actively seek out opportunities to contribute to the broader organisation, supporting the accomplishments of teammates. • Foster a sense of unity and cooperation to achieve shared goals
Stakeholders	<ul style="list-style-type: none"> • Manage expectations and resolve issues. • Communicate needs and facilitate routine business transactions. • Monitor, direct and address enquiries.
External	
Stakeholders	<ul style="list-style-type: none"> • Manage expectations and resolve issues. • Communicate needs and facilitate routine business transactions. • Monitor, direct and address enquiries.
Supplier/Service Providers and Consultants	<ul style="list-style-type: none"> • Manage expectations and resolve issues. • Communicate needs and facilitate routine business transactions. • Monitor, direct and address enquiries.



Key Competencies

Knowledge and Experience	<ul style="list-style-type: none">• Demonstrated experience working in a professional office environment• Knowledge of customer service principles and practices• Demonstrated experience working a switchboard as well as face to face customer contact• Experience in an administration/clerical role• Must have intermediate knowledge of Microsoft Office applications in particular Outlook, Word and Excel• Qualifications in Business Administration (desirable)
Skills	<ul style="list-style-type: none">• Strong customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds• Communication and interpersonal skills characterised by patience, clarity and empathy at a personal, written and telephone level.• Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome.• Adept at using Microsoft 365 applications• Ability to develop and maintain positive working relationships with staff from other teams and work in conjunction with them to ensure smooth operation of reception.• Ability to prepare draft letters, memos, meeting minutes and other correspondence.• Organisation and time management skills to establish priorities and meet deadlines.• Ability to work in an area with changing and sometimes conflicting priorities.• Good listening skills and the ability to work under pressure.• Well-developed numeracy skills
Behaviours	<ul style="list-style-type: none">• Sets a tone of integrity and professionalism within WALGA and in dealings external to WALGA.• Promotes a collaborative and inclusive work culture and sets a tone of integrity and professionalism within WALGA and in dealings with clients and stakeholders.• Adheres to service standards and procedures, ensuring basic service requirements are met.• Demonstrates effective communication skills, actively engaging and collaborating with stakeholders.• Adapts effectively to changing circumstances, maintaining a positive and proactive mindset when faced with challenges.• Takes ownership of work and seeks opportunities to contribute proactively.• Demonstrates a willingness to learn and develop new skills autonomously.• Sows an awareness of the principles of Workplace Health & Safety and applies them by taking care and being alert about issues in the workplace.



<p>Values</p>	<p>Ability to demonstrate and apply WALGA's values.</p> <ul style="list-style-type: none">• Respect: We treat everyone with honesty, integrity, and respect.• Excellence: We are a professional organisation, delivering positive impact for members and community.• Accountable: We take responsibility and work openly and transparently to earn the trust of our stakeholders.• Collaborative: We leverage strong relationships and partnerships.• Innovative: We constantly strive to improve, innovate, and adapt.
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