

# Employment & Application Information



**POSITION:** Coordinator Customer Service

**JOB VACANCY NO:** PE.RE.73

**CLOSING DATE:** Wednesday 19 June 2019 (not later than 4:30 pm)

2 Truscott Crescent Exmouth WA 6707  
PO Box 21 Exmouth WA 6707

Telephone: (08) 9949 3000 Facsimile: (08) 9949 3050  
Email: [humanresources@exmouth.wa.gov.au](mailto:humanresources@exmouth.wa.gov.au)  
Website: [www.exmouth.wa.gov.au](http://www.exmouth.wa.gov.au)

# The Advertisement

---

The Shire of Exmouth is seeking a Coordinator Customer Service on a permanent full time basis.

Reporting to the Executive Manager Corporate Services, this position is a hands on leadership role and is responsible for dealing with internal and external customers on a daily basis and is required to deliver exceptional customer service and maintain good public relations.

The role will provide coordination of the administrative functions including the delivery of front line customer service function for the Shire of Exmouth developing and enhancing administrative systems and processes.

This role requires a diploma or Cert IV in business and a minimum of 2 years' experience in the delivery of solution focused, best practice customer service. Additionally, strong leadership skills and excellent organisational and time management skills in a fast paced environment are essential to perform this role.

Experience in a Local Government environment will be highly regarded.

The position is classified as Level 7 under the Shire of Exmouth Enterprise Agreement 2017.

Applications are to include a resume, completed application form and a covering letter (no more than 2 pages) demonstrating your ability to meet the mandatory, essential and desirable criteria as stated in the Position Description under 'Qualifications and Work Experience'. Applicants who do not address selection criteria may not be considered in the first round of shortlisting. We can only accept applications in Word or PDF format.

Applications are to be received no later than 4.30pm, Wednesday 19 June 2019 to [humanresources@exmouth.wa.gov.au](mailto:humanresources@exmouth.wa.gov.au) or to the Shire of Exmouth office.

Please visit [www.exmouth.wa.gov.au](http://www.exmouth.wa.gov.au) to obtain full details on the position and how to apply. Alternatively, pick up an employment information pack from our office in the Ningaloo Centre at 2 Truscott Crescent. If you have not received an acknowledgement receipt of your application within three (3) working days please contact the Shire on (08) 9949 3000.

For enquiries about this position please contact the Shire on (08) 9949 3000.

The Shire of Exmouth is an equal opportunity employer.

**Cameron Woods**  
**CHIEF EXECUTIVE OFFICER**

## **MEDICAL CLEARANCE**

This position is subject to a medical clearance to ensure the successful applicant can meet the inherent requirements of the position.

## **POLICE CLEARANCE**

This position is subject to a satisfactory National Police Clearance. This Certificate remains the property of the applicant; however, a copy of the original Certificate will be kept on the employee's personal file.

## **EMPLOYEE PERFORMANCE**

Performance will be reviewed at 3 months, should the employee's performance not meet the standards set down by the Shire or compliance with the position, the probationary period may be extended by up to three months in consultation with the employee.

## **UNIFORM**

The successful applicant will be provided with Shire of Exmouth shirts however the applicant maybe required to supply their own safety boots if required for the job role.

## **DRUG & ALCOHOL TESTING REQUIREMENT**

This position subject to drug and alcohol testing while employed with the Shire of Exmouth.

# Working for the Shire

---



The Shire of Exmouth is a dynamic, progressive organisation with a highly motivated workforce that deliver quality services and facilities to the community. Come and work for us and realise your full potential.

## **WORK/LIFE BALANCE**

- ❖ Flexible working hours
- ❖ 5 weeks annual leave per year
- ❖ Carers/Parental leave available

## **ATTRACTIVE SUPERANNUATION**

- ❖ Additional superannuation on top of the statutory contribution in accordance with the Agreement.

## **PRISTINE LOCATION**

- ❖ Magnificent landscapes, pristine beaches and nature in all its glory, both in the water and on dry land Exmouth, Western Australia situated on the North West Cape is the gateway to Ningaloo Reef. Exmouth offers access to the rugged beauty of the Cape Range National Park contrasted with the aquatic splendour of the world renowned Ningaloo Marine Park.
- ❖ The NorthWest Cape covers a huge area with the Ningaloo reef stretching 260 km from slightly north of Exmouth to Amherst Point, south of Coral Bay. Exmouth is a small town of approximately 2500 people and is situated 1270 km north of Perth.

## **OTHER**

- ❖ Training opportunities aimed at increasing skills and expertise in your role either in house, external, attendance at conferences/seminars/workshops and opportunities to act in higher grade positions where applicable.

## **MAKE A DIFFERENCE**

Working with your local Council can give you a sense of satisfaction that may not be found in the private sector. The work that you do has a direct effect on your local community and environment.

# How to Write and Submit Your Application

Please use this information to complete the Application for Employment form

**INTRODUCTION:** Thank you for your interest in this position. This information pack has been designed to assist you with applying for this position. The following information is provided so that you, as an applicant, are aware of the expectations of the Shire in terms of the information, formats and content of your application to further improve your chances at becoming a successful applicant.

*Please take time to read the information carefully before compiling and submitting your application. Applications not containing the required information may be rendered invalid.*

---

**EQUAL OPPORTUNITY:** The Shire of Exmouth is committed to a policy of equal employment opportunity, fair treatment and non-discrimination for all existing, potential and future employees. All employment practices will be based solely on merit of the individual and specific position requirements. Existing, potential and future employees will not be discriminated against in their employment on the grounds of race, religion, marital status, age, physical & intellectual impairment, political beliefs, sexual preferences & carers responsibilities.

---

**ELIGIBILITY REQUIREMENTS:** You must be eligible to work in Australia and be able to provide a copy of either a birth certificate, citizenship certificate or a passport and a copy of a current driver's license if requested. If you are not eligible to work in Australia at the time of applying for the advertised vacancy, it is in your interests to advise in your introduction letter whether you have applied for Australian Citizenship or working visa and the expected timeframe for recommendation.

---

**WHAT IS A FULL APPLICATION:** To be considered for the position your Application should contain:

- An **introduction letter** in your own words.
- A completed **Application for Employment** (downloadable from our website)
- A current updated **Resume**

## Tips for your **Introduction Letter**

- Stating why you are applying for the position
- Any restrictions on days or hours of work.



# What happens after you have submitted your application?

---

## **VERIFYING YOUR APPLICATION:**

Applications will be acknowledged within approximately 3 working days of the advertised closing date.

---

## **SELECTION PROCESS:**

All applications received by the nominated closing date and time will be rigorously assessed. Consideration for an interview is based upon assessment of your knowledge, experience and employment history compared with the position requirements and your suitability for the position is compared against the suitability of other applicants.

If your application is shortlisted, you will be contacted by telephone to make arrangements for an interview, shortly after the closing date.

---

## **INTERVIEW:** The interview panel usually consists of two to Shire officers relevant to the position.

All interview questions will be job related, to the knowledge, skills, experience, qualifications and team dynamics that may be required for the position. The same questions will be asked of each candidate interviewed.

To prepare yourself for the interview you should:

- Re-read your application and the Position Description.
- Focus on the Position Description and think of examples of work situations where you applied the relevant skills and abilities, how you assessed the situation/s, what actions you took, what outcomes you achieved and how you may do it differently if faced with the same scenario.
- Think about the duties of the position and how you would perform them. Consider any problems you may encounter and how you would resolve those problems.
- If you have relevant pieces of work that display your skills and abilities, bring them along for presentation at the interview.
- Prepare any questions that you may have about the position or the organisation.
- Decide on a commencement date to provide the interview panel.

---

## **AFTER THE INTERVIEW:** Following reference checks on the preferred applicant selected from the interviews the preferred applicant will be phoned and asked to provide further pre-employment documents such as: a Shire Medical evaluation, to determine suitability to carry out the requirements of the position; and a National Police Clearance. Formal offer of employment will be made in writing based on the adequacy of these documents.

All unsuccessful applicants will be notified in writing when an offer is accepted by a preferred applicant. This may take up to 3 weeks, depending on the circumstances.

---

## **WITHDRAWING YOUR APPLICATION:**

Should you for any reason you want to withdraw your application from the process simply send advice to the Shire in writing, stating your name and the vacancy number.