



POSITION DESCRIPTION FORM

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POSITION IDENTIFICATION

Title:	Coordinator Customer Service	Level:	Level 7
Service Unit:	Customer Service	Award:	Local Government Industry Award 2020 Industrial Agreement
Directorate:	Corporate & Governance	Date Effective:	1 July 2026
Reporting to:	Manager Governance	Date Last Reviewed:	10/08/2026

PURPOSE OF POSITION

- Provide leadership and coordination of the Shire's Customer Service function.
- Provide administration support to the Governance Department, ensuring the effective delivery of responsive, professional and compliant services across the organisation.
- Lead, coordinate and support Customer Service Officers to deliver efficient, consistent and high-quality services to internal and external customers, in accordance with the Shire's Customer Service Charter and organisational values.
- Support the Manager Governance in maintaining effective governance processes and ensuring compliance with relevant legislation, policies, procedures and regulatory requirements.
- Ensure customer service delivery and governance administrative functions align with organisational priorities, promoting best practice, continuous improvement, service excellence and a positive corporate image.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

Customer Service Delivery & Team Coordination

- Lead, supervise and coordinate Customer Service Officers and front counter operations across Eaton and Dardanup offices, including effective rostering for Eaton and Dardanup to ensure consistent, efficient and high-quality service delivery.
- Provide leadership, guidance and support to staff, fostering a high-performing and customer-focused team.
- Ensure all customer interactions are delivered in accordance with the Shire's Customer Service Charter and service standards.
- Monitor service performance and implement improvements to enhance customer experience and operational efficiency.
- Supervise front counter receipting, banking and financial transactions, ensuring accuracy, accountability and compliance with relevant policies, procedures and financial controls.
- Coordinate the delivery of diverse regulatory, administrative and customer service functions through the front counter.
- Lead and embed a proactive customer service model that enables front counter staff to effectively triage enquiries, provide first-contact resolution and appropriately escalate matters where required.

Customer Liaison & Service Excellence

- Lead the implementation, ongoing application and review of the Shire's Customer Service Charter, promoting consistent service standards across all customer interactions and service channels.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Monitor and report on compliance with the Customer Service Charter, providing advice and recommendations to promote consistent service standards and continuous improvement.
- Provide timely, accurate and professional customer service advice and support to internal and external customers.
- Manage complex, sensitive or escalated customer enquiries, exercising sound judgement to achieve appropriate and consistent resolutions.
- Promote a positive customer service culture focused on accessibility, responsiveness, professionalism and first-contact resolution.

Governance Administration & Compliance Support

- Provide governance administrative functions requiring a high degree of accuracy, research, judgement and attestation to detail.
- Administer the Governance mailbox, including coordination and allocation of requests for works and customer enquiries.
- Provide quality assurance and administrative guidance to staff to ensure outgoing correspondence, mail-outs and template documents are accurate, consistent and compliant with organisational requirements.
- Coordinate the receipt, registration and processing of statutory applications, registrations, permits and other governance-related documentation.

Governance Systems & Legislative Support

- Assist the Manager Governance in the coordination and maintenance of governance systems, ensuring compliance with relevant legislation.
- Maintain accurate records, registers and systems to support legislative, regulatory and organisational requirements.

Administrative Services & Corporate Support

- Coordinate administrative services including staff uniform allocations, procurement, ordering and record-keeping.
- Ensure administrative processes are efficient, consistent and meet organisational requirements.
- Provide administrative and operational support across Governance and Customer Service functions, as directed by the Manager Governance.
- Coordinate the preparation and presentation of meeting rooms and facilities, including Council Chambers, ensuring spaces are appropriately arranged, functional and ready for meetings and events.

Stakeholder Engagement & Customer Service

- Build and maintain effective relationships with internal departments, elected members, community stakeholders and external agencies.
- Ensure communication with stakeholders is clear, professional and aligned with the Shire's Customer Service Charter.
- Lead the review and update of the Customer Service Charter, including stakeholder input, to support continuous improvement in service delivery.
- Support consistent messaging and service delivery across all customer touchpoints, including front counter, telephone and digital channels.
- Monitor customer service performance and identify opportunities to improve customer experience, service efficiency and stakeholder satisfaction.
- Collaborate on improvements to online services and the Shire's website to enhance customer access and service delivery.

Financial Management & Continuous Improvement

- Contribute to the preparation, monitoring and management of Customer Service and Governance operational budgets.

SUMMARY OF ACCOUNTABILITIES & RESPONSIBILITIES

- Ensure resources are utilised effectively to deliver value-for-money outcomes.
- Identify and implement improvements to systems, processes and service delivery to support continuous improvement.

Other

- Undertake professional development and training to maintain knowledge and capability.
- Contribute to a positive workplace culture and support organisational values and behaviours.
- Perform other duties and project work as directed by the Manager, Director or Chief Executive Officer.

ORGANISATIONAL RELATIONSHIPS

Responsible for: Customer Service Officers

Internal Relationships: All Shire of Dardanup employees and Elected Members.

External Relationships: Federal and State government agencies, other local government authorities, community groups and organisations, private sector stakeholders, ratepayers and general public.

POSITION DIMENSIONS

Work Location: Eaton Administration Centre [and Dardanup Office from time to time].

Delegated Authority: As defined by the Chief Executive Officer. Authority to sign procurement orders for supplies and services limited to the value of \$2,000.

Driving Requirements: C (Car) or CA (Car Automatic) class motor vehicle licence. (preferable)

EXTENT OF AUTHORITY

This position operates under the direction of the Manager Governance within established guidelines, procedures and policies of Council as well as statutory provisions of the Local Government Act and other legislation.

CORPORATE ACCOUNTABILITIES

Customer Service

- Deliver responsive, internal and external customer-focused services
- Maintain strong stakeholder relationships

Financial Management

- Manage budgets and ensure value-for-money outcomes
- Support accurate forecasting and reporting

Process & Improvement

- Lead continuous improvement and system optimisation
- Ensure audit-ready documentation and compliance

People & Culture

- Build workforce capability and a high-performance culture
- Support leadership development and engagement

Work Health & Safety

- Ensure compliance with WHS legislation and practices
- Promote a strong safety culture

CORPORATE ACCOUNTABILITIES

Governance & Conduct

- Act with integrity and accountability
- Comply with policies, legislation and Code of Conduct
- Demonstrate and promote TRACES values through actions and behaviour.

VALUES

Our Values – TRACES

The Shire of Dardanup is building a culture where openness and transparency are the norm; and where we all hold ourselves accountable to deliver excellence for our customers and community.



SELECTION CRITERIA

Essential:

1. Demonstrated experience in providing high-level administrative support and customer service, preferably within a local government environment.
2. Proven ability to supervise staff and build a collaborative, high-performing team, supported by strong interpersonal skills.
3. Highly developed written and verbal communication skills, with the ability to prepare professional documents and communicate effectively with a broad range of stakeholders.
4. Strong analytical, research and problem-solving skills, with the ability to exercise sound judgement.
5. Well-developed organisational and time management skills, with the ability to manage competing priorities, meet deadlines and work with limited supervision.
6. Advanced computer skills, including the ability to produce reports, agendas and minutes to a high standard.

Desirable:

1. Demonstrated knowledge and understanding of local government operations, including the regulatory, administrative and customer service functions.
2. Strong knowledge of local government structures, processes and service delivery, with an understanding of roles and responsibilities of local government.
3. Understanding of the Local Government Act 1995 and associated legislation and local laws.