

# TOWN of CLAREMONT Information Pack



**Position**                      **Customer Relations Officer**

**Salary**                         **\$70,738 plus up to 14.5% superannuation, eligible for RDO.**

The Town of Claremont is a progressive local government that was established in 1898 for the picturesque riverside suburbs of Claremont and Swanbourne. It is a busy and forward focused local government with dedicated staff who are committed to making a difference at a local level. The Town was recently ranked Number 1 local government from a Community Scorecard, as voted by their community.

The Town is seeking an exceptional Customer Relations Officer to work alongside a team of three to represent the Town and deliver a high standard of customer service. The successful candidate's core values will mirror the Town's values of respect, integrity, quality communication and excellent customer service. This role suits candidates who:

- Consistently provide high-quality customer service.
- Enjoy working with the general public and assisting them with a variety of queries.
- Are patient and respectful.
- Are well-presented, reliable and punctual.

Your daily tasks will include:

- Responding to customer enquiries (phone, front counter and email) in accordance with the Town's Customer Experience Charter.
- Logging all telephone and email enquiries through a Customer Request Management Systems (CRMS) and Records Management System (RMS).
- Directing enquiries to relevant Town employees to ensure and maintain customer service standards.
- Processing payments in line with Town policies.

The Town offers great benefits such as a health and wellbeing program, additional superannuation contributions, flexible working arrangements, RDOs, free onsite parking and free access to an on-site gym and to the Claremont Aquatic Centre.

**Applications close 17 October at 5pm.** The Town is an equal opportunity employer that values a diverse workplace. We encourage people of all ages, genders, culturally diverse backgrounds and those with a disability to apply.

Please direct all enquiries to Joshua Collins, HR Advisor (9285 4300). Early applications are highly recommended as the Town will interview suitable candidates prior to the closing date.



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## Completing your application

In order to be considered you must be able to demonstrate your suitability for the position. Before preparing your application check the essential selection criteria outlined in the position description to make sure you are eligible to apply.

## What your application must include

### Cover letter

A covering letter is required and should demonstrate your suitability for the position.

### Resume

Your Resume should include your personal details, relevant work history, education, training, qualifications and professional memberships.

The names and contact details of at least two work related referees should be presented in your Resume.



## Lodging your application

Please ensure that the position title is clearly marked in the covering letter of your application. Applications must reach the Town of Claremont no later than 5.00pm on the closing date. The Town of Claremont prefers to receive applications via email at [toc@claremont.wa.gov.au](mailto:toc@claremont.wa.gov.au)

Alternatively, applications may be mailed to:

Town of Claremont  
PO Box 54, Claremont WA 6910

Please do not submit original documents.

Canvassing of Councillors will disqualify applicants.

The Town of Claremont is an Equal Employment Opportunity Employer and is committed to selecting the best applicant for each vacancy.

If you do not hear back from the Town within 2-3 weeks, please consider your application unsuccessful.

# TOWN of CLAREMONT Employee Benefits



## Remuneration & Conditions

- Competitive salaries;
- Generous superannuation contribution scheme;
- Flexible work options including work from home (WFH);
- Employee recognition program;
- Attractive working location in the Claremont Town Centre;
- Modern, accessible workspaces;
- Accessible public transport and free car parking.



## Health & Wellbeing Initiatives

- Free use of our Corporate Gym and Aquatic Centre;
- Confidential employee assistance program;
- Flu vaccinations;
- Skin cancer checks;
- Health and wellbeing seminars and initiatives.



## Training & Development

- Training courses;
- Opportunities to attend work-related conferences and seminars;
- Study assistance options including reimbursement of approved course fees (conditions apply);
- Opportunities to act in higher grade roles;
- Opportunities to participate in project teams and committees.

