



Yorke Peninsula Council

'To be a thriving peninsula, proud of our heritage, lifestyle and diverse, vibrant communities.

A great place to live, work and play.'

Clerical Officer

APPLICATION KIT

Important

Applicants must submit applications in accordance with the principles outlined within the Job Application Information Sheet.

Each application must address the selection criteria within the Application Kit.

Applications can be submitted by:

MAIL

Bobbi Pertini
Manager People, Culture & Safety
Yorke Peninsula Council
Position No. 4631 Clerical Officer
PO Box 57
MAITLAND SA 5573

IN PERSON

Reception via:

- Maitland Office – 8 Elizabeth Street
- Minlaton Office – 18 Main Street
- Yorketown Office – 15 Edithburgh Road

EMAIL

admin@yorke.sa.gov.au

(Council will bear no liability for email applications submitted but not received)

Application Closing Date Monday 24th February 2020 at 5.00pm

Council is an Equal Opportunity Employer, is smoke free and committed to a safe and healthy workplace.

Andrew Cameron

CHIEF EXECUTIVE OFFICER

Clerical Officer

Section	Corporate & Community Services
Stream	General Officer
Level	1
The Job	Provide the highest possible standards of presentation and communication to the general public when carrying out prompt, effective and courteous telephone and general reception services. Ensure the highest standards and quality of administrative, clerical and revenue type support for Council and ensure that work is completed in a timely and accurate manner.
Position Number	4631
Position Hours	30 hour fortnight (some out of hours work may required).
Position Benefits	Employees enjoy an amazing range of benefits which include: <ul style="list-style-type: none">- 9.5% employer contributed superannuation into a fund of your choice;- generous salary packaging arrangements;- Corporate Health programme with annual health checks, skin cancer assessments and flu injections;- driver licence allowance;- flexible employment opportunities;- income protection insurance;- job security;- professional development opportunities;- emergency services leave;- family/carers and parental leave;- long service leave;- portability of leave within SA local Government; and- equal opportunity employment.
Position Status	Permanent part time
The Person	The successful applicant must have excellent customer service skills with well-developed numeracy and accuracy skills.
Salary	Level 1 – starting at \$19,938.36 p.a. plus statutory superannuation. (In accordance with the Yorke Peninsula Council Municipal Officers Enterprise Agreement No 5, 2019).
Medical	A compulsory pre-employment medical examination must be undertaken.
Location	Minlaton Office, however appointment is to the Council, therefore the successful applicant may be required to undertake duties at other locations.
Probation Period	13 weeks
Information	Further information about the position can be obtained from Carina Congdon, HR Advisor on 08 8832 0023.

Guidelines for Applicants

Thank you for your interest in working with the Yorke Peninsula Council is an equal opportunity employer and uses merit-based selection techniques. Please read these guidelines carefully as they are designed to help you understand Council's selection process and to put forward your best case for appointment.

Once you have found a vacancy that you would like to apply for, you should collect as much information about the position as you can.

Included in this information package is a copy of the position description which provides comprehensive information about the position, including duties and responsibilities. The position description also contains the essential and desirable selection criteria i.e. the knowledge, skills and experience required to do the job. It is the selection criteria that form the basis for making a merit-based selection decision.

If you require additional information about the position, you may speak to the contact person named in the advertisement.

Your application

When you apply for a position with Council, the key to gaining an interview is your written application. A good application shows why you are the best person for the position and how your knowledge, skills and experience match the selection criteria. Your application should contain:

- A completed Application for Employment form (**essential**)
- Your statement addressing the selection criteria (**essential**)
- Your resume (**essential**)
- A brief covering letter (**optional**)

Statement addressing the selection criteria

Short listing (or selection for interview) is based on how well your skills, knowledge and experience meet the selection criteria. Therefore you must include a statement addressing the selection criteria in your application. If not, you are unlikely to get an interview.

Make a separate heading for each selection criterion and for each one, describe your knowledge, skills and experience and how they relate to the job. One way to do this is by providing relevant examples of the work you have completed in your previous and current employment. For example, it is not sufficient just to state, "I have strong project management skills." Ideally you should give a description of the projects you have managed, what you did on those projects, and what was achieved. This will enable the selection panel when assessing your application, to develop a good understanding of your capabilities. You should also emphasise your major achievements as well as any transferable knowledge and skills that may have been gained outside of paid employment.

Your resume

Prepare a resume (or curriculum vitae) which is clear, concise, up-to-date and includes:

- Personal details
- Education and training
- Employment history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- Skills/experience gained outside of paid work
- Contact details for two referees

The application form

Complete the 'Application for Employment Form' and enclose it with your application.

Important notes

- Please ensure that your application and attachments are securely held together and avoid sending them in folders or binding.
- Applications submitted past the closing date are not accepted unless written advice of intention to apply was received before the closing time and the formal application is received within an agreed time frame.
- Applications that are unsolicited or do not address an advertised position will not be considered and are discouraged by Council.

Interview and Selection

Reviewing Applications and Preparing a Shortlist

The first step in the selection process is to review all received applications and prepare a shortlist.

Applications are assessed against the essential and/or desirable selection criteria found in the position description. Applicants who best meet the selection criteria will be short-listed and contacted for an interview. Those who do not meet the selection criteria or who are not competitive with other applicants (due to lesser experience or qualifications) will not be short-listed for an interview and will be notified in writing as soon as practicable.

The Interview and Other Work Tests

Relevant members of council staff will conduct the interview. Interviews are conducted in a structured manner and questions based on the selection criteria.

Applicants will be asked to give examples of how they have performed in situations similar to those they will face in the job. The interview allows the selection panel to create a clear picture of the applicant's past knowledge, skills and experience as they relate to the functions and responsibilities of the job. The selection panel may use a number of methods in addition to the interview to assess the applicant's ability to perform a job. For example, applicants may also need to demonstrate competency on an item of plant or complete a problem-solving exercise.

It is a good idea to prepare for your interview. Some handy tips include:

- Think about the types of questions you might be asked at an interview and practise your answers out loud;
- Think about your strong points and major achievements;
- Think about how your knowledge, skills and experience relate to the requirements of this job

During the interview it is a good idea to:

- take your time – think about your answer;
- ask for clarification if you don't understand any of the questions;
- give relevant and complete information;
- describe what you were responsible for and what you achieved;
- talk with confidence and in a positive manner;
- give specific examples of your past work to support your answer
- avoid exaggerating

Council will endeavour to meet any special requirements you may have to enable you to attend the interview, such as building access or communication assistance. Please inform the HR Officer of any requirements at the time you are invited to attend an interview. The Yorke Peninsula Council does not reimburse interview expenses.

Reference Checks

After the interviews have taken place, Council will contact the nominated referees of the preferred applicant(s). It is important that the referees you nominate can support the information you provided in relation to your work behaviour and performance and are aware that they may be contacted.

Pre-employment medical examination

In the interest of providing a safe and healthy workplace, our recruitment and selection process includes a pre-employment medical examination. The medical will be conducted at Council's expense.

Notification

If your application is successful, you will be telephoned and offered the position. A written offer including conditions of employment will then be forwarded by mail.

After an offer of employment has been made and accepted, all other applicants will be notified of the outcome by letter. This process is normally completed within two weeks of the interviews being conducted.

Further Information

For assistance, guidance or feedback in the preparation of your application, feel free to contact Council's HR Officer, Carina Congdon in person at the Maitland office, 8 Elizabeth Street, Maitland or by phone (08) 8832 0000.

Application Checklist

Your application **must include:**

- ☐ This completed application form;
- ☐ A copy of your full resume or curriculum vitae;
- ☐ Your statement addressing the selection criteria; and
- ☐ A covering letter (optional).

The Council

Council is very progressive, proactive, innovative and forward thinking and is proud of its achievement in becoming the first Council in the state to gain Quality Certification across its entire operation. The Yorke Peninsula Council covers an area of 5,834 square Km, is approximately 175km from north to south and an average width of 30Km, with 485Km of coastline.

The Council's population is estimated to be approximately 11,200, with in excess of 180,000 people enjoying the peninsula while en route to visit Innes National Park each year. Extensive development is currently taking place at Port Vincent, Stansbury, Point Turton and Marion Bay. This emphasizes the potential of the Yorke Peninsula.

The Area

South Australia's Yorke Peninsula is an easy 2 hour drive from Adelaide. The Peninsula is a draw card for boating, fishing, diving and swimming in the calm waters surrounding most of the peninsula, in addition, the hollow beach breaks and powerful reef set ups in the southwest corner are ideal for surfers. The Peninsula also caters for bushwalks, cliff top and shoreline rambles or just leisurely relaxing by the sea.



Yorke Peninsula Council

Application for Employment

POSITION NO: _____

POSITION APPLIED FOR: _____

PERSONAL DETAILS:

Surname: _____ Ms/Mrs/Miss/Mr

Given Names: _____

Home Address: _____ Postcode: _____

Postal Address _____ Postcode: _____

Contact Numbers: Home _____ Work _____

Mobile _____ Email _____

ADDITIONAL INFORMATION

Please indicate the basis on which you are eligible to work in Australia.

- ☐ Australian Citizen
- ☐ Permanent Resident
- ☐ On a Working Visa

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 _____

Where did you see this position advertised? _____

SELECTION CRITERIA

The position for which you have applied requires certain skills, knowledge and experience considered essential and desirable in performing the duties of the position. This selection criteria is listed in the position description and will be used to assess your application.

In addition to completing this application form, please ensure that you list each of the selection criteria and state how your experience, skills, qualifications and knowledge enable you to meet them, so that the selection committee can form an accurate opinion of your eligibility for the position.

DECLARATION

I declare that all the information supplied in this application and any attached documents are true and accurate, and I understand that if I provide any false information, omissions, or misrepresentations are discovered, my application may be rejected and, if I am employed, my employment may be subsequently terminated at any time.

Signature _____

Thank you for your interest in applying for this position
'Equal Opportunity in Employment and Appointment on Merit are Council Policy'



Agriculturally rich - naturally beautiful

Yorke Peninsula Council

Position Description

The attached position description (PD) and associated information should not be considered as a comprehensive, complete and/or exhaustive list of responsibilities, criteria or outcomes for the position.

Instead, the PD is intended to offer a concise account of the general nature of the work that Council requires to be undertaken, including the type and range of skills, qualifications and experiences that the Council believes the incumbent should possess in order to competently undertake the duties.

You can and will be asked to undertake duties within your competence, skills, abilities and training that may not be mentioned in the attached documents.

The incumbent should be aware that their role and position within Council is dynamic. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is highlighted and expected by the Yorke Peninsula Council.

People and jobs develop over time, so the attached PD is a 'living document' and your active involvement in the evolution of the document is critical.

Our Culture

In our workplace we value and support each other. To achieve this we commit to the YPC Staff Values and Behaviours:

Accountability
Customer Commitment
Integrity
Innovation
Collaboration

Incumbent Initials:



People, Culture & Safety

Yorke Peninsula Council
POSITION DESCRIPTION

Title:	Clerical Officer
Stream:	General Officer
Level:	1
Section:	Corporate and Community Services – People, Culture & Safety

Position Objectives

To provide the highest possible standards of presentation and communication to the general public when carrying out prompt, effective and courteous telephone and general receptionist services. Ensure the highest standard and quality of administrative, clerical and revenue type support for Council and ensure that work is completed in a timely and accurate manner.

Key Responsibilities

- Promote a positive and professional image of the Council when interacting with Council's customers.
- Provide primary level of contact for telephone enquiries by ensuring correct, prompt and courteous answering and/or redirecting enquiry.
- Respond in a professional manner to all front counter enquiries, including the receipting of monies and providing regional tourist and community information.
- Cash handling including:
 - Receipt monies paid to Council on a daily basis, prepare banking and ensure funds are banked daily or as required with appropriate reports being generated and filed. Ensure that appropriate change is maintained within the cash drawer at all times.
 - Secure monies as per Council's procedure at the end of each working day.
 - Assistance available from more experienced officer as required.
- Record complaints/requests from ratepayers, via a customer service request where appropriate and forward to appropriate officers.
- Receipt and process changes as required for the purpose of dog registration through the DACO system.
- Issue Schedule 9 Permits (conditional burning) as an Authorised Officer pursuant to Section 81 (1) of the Fire & Emergency Act 2005.
- Assist with coordination of Section 7 property searches within the search register ensuring details are requested from and provided by responsible officers, information recorded on the appropriate form and forwarded to the relevant party within the time allowed by legislation or according to Council's policy in this area (as authorised).
- Cemeteries (as authorised) including:
 - Maintaining cemetery records and maps;
 - Liaise where applicable with Applicants, Funeral Directors, Monument Masons, Excavators and Council's Operations Manager for:
 - New/Transfers/Relinquishments/Revocations of Internment Rights
 - Internments, Memorial Applications and General Enquiries
- Investigate and issue waste and recycling bins upon request for new dwellings or businesses.
- Maintain registers as required – including (but not limited to):
 - Mail Register
 - Key Register
 - Bin Register
 - Bonds Register
- Operate various office equipment, including photocopier, facsimile, shredder, binding machine, personal computer.
- Deliver outgoing mail to the post office on a daily basis prior to the recognised time of last mail by Australia Post; and
- Arrange bookings of Council owned facilities pursuant to documented Council policies and fees and charges.
- Coordinate Hall bookings including:
 - calculate costs of town hall usage as per the fees and charges register when being used by outside bodies and forward to Accounts Receivable Officer as appropriate.
 - take and record bookings for raffles, street stalls and badge days according to Council's policies
- Coordinate the Council wide stationery requirements and order as requested (Maitland Office)
- Maintain the Emergency Phone roster and divert phone accordingly (Maitland Office).
- Raising and lowering of the flag at the relevant office in accordance with Council policy.
- Provide support for, and cooperate with fellow colleagues in order to maintain a cohesive and dynamic work environment.

- Assist with the provision of administration and clerical services within Council, as required.
- Promote a positive and professional image of the Council when interacting with Council's customers.
- Undertake other duties within the scope of this role and assist other areas of Council as directed.

Specialist Knowledge and Skills

- Developing telephone-answering skills highlighted by ability to determine the caller's requirements quickly and efficiently and the screening of calls to allow issues to be dealt with at the appropriate level.
- Ability to communicate effectively and courteously with members of the public in a patient, understanding, empathetic and clear manner.
- Basic numeracy, literacy skills and developing cash handling skills.
- Effective time management skills.
- Developing knowledge of the Civic Authority modules relevant to this position.
- Proficient keyboard skills.
- Ability to be self-motivated and work under direction.
- Willingness to seek advice from senior staff where established procedures are not documented.
- Decision making and evaluation skills appropriate to the position.
- Developing understanding of computer concepts and application software as they relate to the area of responsibility.
- Sound knowledge of the Council district and the services and service levels provided by Council.
- Developing knowledge of records management techniques.
- Basic knowledge of the relevant provisions of the Local Government Act, Council By-laws, and Council policies.
- Developing knowledge of Council's organisational structure, and the functional responsibilities of each Department and Officer.
- Support Council by transferring knowledge and mentoring others as appropriate.

Experience and/or Qualifications

- Maintain relevant qualifications, licences, skills and competencies relevant to the role.
- Experience in office procedures.
- Experience working in a customer service related area.

Training

- Undertake training as appropriate, to develop and maintain competencies.
- Attendance at conferences, seminars, workshops and other training activities as appropriate, to maintain an awareness of trends and issues and keep abreast of changes in legislation which may impact on Council's administration of procedures, policies and activities relevant to your role.
- Internal training in the use of relevant computer applications, appropriate customer service techniques, telephone answering skills and front counter reception skills.
- Internal training on work practices and procedures relating to activities of a reception / clerical nature applicable to Local Government.
- General training on standard of customer service, layout of documents and standard expected by Council.
- Other training as deemed necessary.

Organisational Relationships

- Responsible to the HR Advisor.
- Assist and relieve other Council staff as necessary.

Extent of Authority

- Works under regular direction with instruction and assistance being readily available.
- Provide support and assistance to more senior employees in the team to ensure successful Council outcomes.
- Freedom to act is limited by standards and procedures; however experienced officer may have sufficient freedom to exercise judgement and initiative, in the performance of work.
- Solutions to problems found in established procedures.
- Responsible for the timeliness of own work.

Accountability

- Required to comply with Councils Code of Conduct.
- An annual review of staff performance will be carried out. Written confirmation of this review and discussion of any points raised will follow with employees.
- Accountable to Council through the Chief Executive Officer and your immediate supervisor for the performance of your duties relative to Acts, Regulations and Council's Policies and Procedures.
- Employees are responsible for managing their leave and accrued time so that entitlements do not carry from one period to another without approval in accordance with the Enterprise Agreement and policy requirements.

Performance Standards

- Comply with all Council policies and procedures.
- Confidential and sensitive information to be handled with discretion, integrity and in accordance with legislative requirements and Council policies and procedures.
- Employees are required to ensure that the integrity of confidential information gained during their employment is maintained permanently.
- Initiative demonstrated in problem-solving.
- Effective communication with all levels of the organisation.
- Accuracy of work and ability to meet deadlines.
- Prompt and effective response to telephone, e-mail and counter enquiries.
- Fast and effective response to telephone and counter enquiries.
- Appropriate prioritisation and organisation of duties.
- Ability to work with other staff, Council members and the community.
- Ongoing development of knowledge and skills relevant to the position.
- Degree of willingness to seek advice and/or assistance to ensure that the work requirements of the position are carried out effectively and efficiently, and that the skill level of the officer is enhanced.
- The extent to which the employee is effective and efficient in the development and co-ordination of the resources under his/her control.

Quality and Continuous Improvement

- Contribute to the identification, development, implementation and evaluation of improvements to Council policies, procedures and workplace practices.
- Participate in quality and continuous improvement projects and initiatives to meet strategic and departmental goals and objectives.
- Contribute to and facilitate a continuous learning philosophy through maintaining qualifications and learning and applying new skills and competencies.

Records Management

- Employees are responsible and accountable for adequately managing the corporate records they create and receive according to Council policies, procedures and relevant legislation that also includes the State Records Act
- Ensure corporate records are captured and stored on Council's Electronic Document and Records Management System (EDRMS) and not on personal storage devices/hardware.
- Ensure records are not damaged or destroyed unless permission has been obtained from the Records Management section in consultation with State Records.

Health and Safety Responsibilities

- Observe and comply with all Work Health and Safety legislation, codes of practice, policies and procedures within the Yorke Peninsula Council including all safe operating procedures or instructions.
- Take all reasonable steps to ensure personal safety and that of others is not put at risk through any act or omission in relation to the above.
- Use safety devices and personal protective equipment correctly and in accordance with health and safety procedures.
- Obey all instructions from their supervisors issued to protect their own personal health and safety and that of others, and not to perform any procedure or task unless they have received appropriate training and instruction.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of work, using the systems and/or documentation available for such reporting.
- Take such action as is within their competency and responsibility to report or make such recommendation to a higher level, as they deem necessary, to avoid, eliminate or minimise hazards of which they are aware of in regard to working conditions or methods of work.
- Keep work areas in a safe condition.
- Not endanger personal safety or that of others by undertaking work whilst under the influence of alcohol or a drug.
- Not to interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.
- Elect Work Health and Safety Representatives.
- Fulfill individual requirements to meet any documented WHS objectives arising from performance and development reviews.
- Support and use appropriate consultative structures.
- Contribute to a culture where everyone places Safety First.

Risk Management Responsibilities

- To actively contribute to and embrace the Yorke Peninsula Council's Risk Management Program.
- Ensure that all operational activities are conducted in an environment where risk is identified and action plans are in place to remove the risk, control the risk or minimise the risk.

Occupant: _____ **Date Appointed:** _____

Occupant signature: _____ **Date:** _____

Approved by: Manager People, Culture & Safety **No. of Sheets:** 5

Supervisor: HR Advisor

Supervisor signature: _____ **Date:** _____

SELECTION CRITERIA *(These criteria must be addressed when applying for this position)*

ESSENTIAL CRITERIA

1. Demonstrated telephone/receptionist skills.
2. Well-developed level of interpersonal, verbal and written communication skills.
3. Well-developed customer service/social skills characterised by courtesy, patience and empathy.
4. Well-developed numeracy and accuracy skills.
5. Demonstrated willingness to accept direction from more senior officers and to contribute as an effective team member.
6. Well-developed Computer literacy and keyboard skills, with an emphasis on word processing, spreadsheets, Outlook and the Microsoft Office Suite of programs.
7. Current Class C Drivers Licence.

DESIRABLE CRITERIA

1. Sound knowledge of administrative procedures, policies and activities applicable to the position.
2. Knowledge of the area covered by the Yorke Peninsula Council.

SPECIAL REQUIREMENTS

1. Applicants may be required to complete a National Police Check.
2. Successful applicants will be required to prove their eligibility to work in Australia and undergo a medical assessment prior to finalisation of selection.