



## Concierge Officer

<b>Position Number:</b>	RJED2	<b>Department</b>	Corporate Strategy & Performance
<b>Level:</b>	2	<b>Award:</b>	Local Government Officers' Award
<b>Reports to:</b>	Executive Assistance - Corporate Strategy & Performance	<b>Direct Reports:</b>	Nil
<b>Last Reviewed:</b>	Manager People, Culture & Wellbeing	<b>Date:</b>	17/07/2025
<b>Approved:</b>	Executive Manager Corporate Strategy & Performance	<b>Date:</b>	29/07/2025

### OUR ORGANISATION

The Shire of Carnarvon provides excellent customer service across a wide range of programs, facilities and services that contribute to maintaining and enhancing our community. At the heart of our organisation are our values which underpin how our employees perform their duties and engage with the community and stakeholders.

### **Our CARECHIP is what gives us the drive to serve our community.**

We take pride in knowing that our employees and new recruits share our values, and we like to think that everyone who chooses to collaborate with us brings this CARECHIP with them.

<b>C</b>	<b>A</b>	<b>R</b>	<b>E</b>	<b>C</b>	<b>H</b>	<b>I</b>	<b>P</b>
<b>Courage</b>	<b>Authenticity</b>	<b>Respect</b>	<b>Excellence</b>	<b>Cohesion</b>	<b>Humility</b>	<b>Inclusion</b>	<b>Passion</b>

### POSITION OVERVIEW

As a Concierge Officer at the Shire of Carnarvon, you will provide high-quality front-line and administrative support across a range of departments and locations. This entry-level role is designed to give you broad exposure to local government operations while you work towards completing a Certificate III in Local Government.

You will gain the skills and knowledge to confidently support internal teams and interact with members of the community, learning how Local Government functions and how to contribute to service delivery in a professional, respectful, and responsive manner.

This role requires the successful applicant to commit to completing a Certificate III in Local Government. The Shire will provide full support, including training time and mentoring, to ensure successful completion of this qualification. The course covers areas such as local government functions, legislation, customer service, community engagement, records management, and workplace communication. The Concierge Officer will also be required to work flexibly across all Shire business sites to provide administrative and customer service support where needed.

### COMMUNITY STRATEGIC OBJECTIVES

In 2040 Carnarvon is a place where:

- ★ Our equitable community is actively involved in and are responsible for developing innovative, local solutions that transcend our region for a safe and unified 6701.

- ★ Our economy fosters investment and productivity in industries befitting Carnarvon's physical and natural environment and that grow our horizons.
- ★ Our sustainable livelihoods create a community that can flourish into the future.
- ★ Our holistic health care facilities provide services from the womb to the grave.
- ★ Our educational opportunities from early childhood to adulthood are tailored and relevant to the individual.
- ★ Our infrastructure, housing and amenities are high quality and accessible.
- ★ Our community acknowledges our history and celebrates our diverse cultures.
- ★ Our community is engaged, inclusive and supportive.

## KEY ROLE OUTCOMES

- ★ Demonstrate successful leadership through the application of the Shire's core values by promoting a work culture of sustainability, quality improvement, efficiency, and excellent customer service that corresponds to our Code of Conduct and Customer Service Charter.
- ★ Ensure compliance with the Local Government Act (WA) 1995 and any relevant legislation.
- ★ A commitment to a safe work environment and WHS legislation, policy and processes.
- ★ Provide front-of-house support as the first point of contact for community members, staff, and visitors.
- ★ Deliver general administrative support including data entry, filing, photocopying, records management, and mail distribution.
- ★ Assist with incoming enquiries in person, over the phone, and by email using professional communication practices.
- ★ Support the coordination of meetings, events, and staff activities, including room bookings, catering, and preparation of agendas or minutes.
- ★ Rotate through a variety of Shire departments including customer service, tourism, community services, infrastructure, and corporate services.
- ★ Work collaboratively with staff across the organisation and contribute to team-based projects.
- ★ Develop a clear understanding of the structure, roles, and responsibilities of local government and the legislative framework in which it operates.

## WORK HEALTH SAFETY RESPONSIBILITIES

- ★ To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at Shire workplaces. And as relevant:
- ★ Proactively comply with all Shire WHS Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA WHS Act 2020, WHS (General) Regulations 2022, all other relevant Regulations, Codes of Practice and Australian Standards
- ★ As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the WHS Act.
- ★ Must report to their manager, supervisor, WHS Representative, PC&S and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- ★ Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- ★ Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

## LICENCES, REGISTRATIONS, MEMBERSHIPS OR QUALIFICATIONS REQUIRED OF THE ROLE

- ★ Current Western Australia Driver's License.

## ESSENTIAL CRITERIA

- ★ Highly developed ability to uphold a values-based approach in the workplace.
- ★ Sound communication and interpersonal skills, with a commitment to excellent customer service.
- ★ Enthusiasm to learn new skills and apply them in a professional environment.
- ★ Basic computer literacy and willingness to learn Shire systems.
- ★ Professional presentation, reliability, and a positive team attitude.
- ★ Ability to commit to completing a Certificate III in Local Government.

**DESIRABLE CRITERIA**

- ★ Previous experience in administration, retail or customer service roles.

**POSITION COMPETENCIES**

<b>Experience</b>	
<b>Focus of Role</b>	Administrative
<b>Experience Level</b>	No prior experience / minimal on the Job
<b>Tasks</b>	
<b>Context Method</b>	Routine or repetitive tasks
<b>Skill Level</b>	Basic skills where procedures exist and where assistance or advice is readily available outside of those
<b>Judgement and problem Solving</b>	
<b>Problem Solving</b>	Solve minor problems that relate to immediate tasks
<b>Judgement</b>	Applied within easily learned, established procedures.
<b>Supervision and Independence</b>	
<b>Level of Supervision</b>	Close - clear, detailed instructions are given and work is frequently checked.
<b>Organisational Relationships and Impact</b>	
<b>Work Area Relationships</b>	Awareness of impact on others.
<b>Public/Other Staff Relationships</b>	Effective communication within standard work processes
<b>Impact</b>	Decisions made directly impact own team
<b>Interpersonal Skills</b>	Effective communication with members of the public, clients and other staff and the resolution of minor matters.
<b>Job Competencies</b>	
<b>Time Management</b>	Fundamental: Follows directions within the time allocated for the task.
<b>Conflict Resolution</b>	Fundamental: Able to work well with team members and demonstrate respect to peers.
<b>Planning &amp; Organisation Skills</b>	Fundamental: Able to follow directions and prioritise regular tasks.
<b>Safety Procedures</b>	Fundamental: Applies JSAs, SWMS and other safety procedures to own work and immediate work area. Maintains a safe workplace and actively participants in hazard identification and reporting.
<b>Administration Skills</b>	Fundamental: Able to complete routine job-related paperwork and use generic office equipment and software.
<b>Equipment Operation</b>	N/A
<b>Supervision Skills</b>	N/A
<b>Project Management</b>	Fundamental: Maintain records, filing systems, contract details, variation records and other support and control mechanisms within a project based environment.

<b>Policy and Procedure Development</b>	N/A
<b>Policy or Legislative Interpretation</b>	Fundamental: Apply procedures or work processes to own work.
<b>Report Writing</b>	Fundamental: Produce documents involving complex layouts, contribute to reports, submissions and correspondence.
<b>Budgeting Skills</b>	N/A
<b>Customer Service Skills</b>	Intermediate: Transactional style or routine interaction with members of the public involving known queries.
<b>Decision Making Skills</b>	Fundamental: Decisions made impact on local work areas and team.
<b>Management Skills</b>	N/A

#### PREEMPLOYMENT SCREENING REQUIRED FOR THIS ROLE

- ★ National Police Clearance - Less than 6 months old
- ★ Pre-employment Medical Screening
- ★ Alcohol and Other Drug screening

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.