Employment Application

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| **ADVERTISED VACANCY DETAILS** |
| Job Title | **Customer Services Officer** |
| Job Reference | (HR 36/25) |
| **PERSONAL DETAILS** |
| Surname |  |
| Other Names |  |
| Address for Notification |  |
| Contact Phone |  |
| Email |  |
| Are you an Australian Citizen or Australian Permanent Resident? [ ]  Yes [ ]  No |
| If no, are you legally entitled to work in Australia? [ ]  Yes [ ]  No |
| If yes, please provide specific details |
| Have you worked for Shire of Augusta Margaret River previously? [ ]  Yes [ ]  No |
| Do you have a current Australian drivers licence? [ ]  Yes [ ]  No  |
| If yes, which state? Type and Number  |
| **CRIMINAL CONVICTIONS** |
| *You do not need to give details for any conviction which you have declared spent (West Australian Spent Convictions Act 1988). If rejection of your application is considered solely because of a criminal record, you will be given the opportunity to discuss the matter fully before a final decision is made* |
| Have you ever been convicted of a criminal offence that might be relevant to the requirements of the job for which you are applying? [ ]  Yes [ ]  No |
| If yes, please provide details including the nature of the offence, date and penalty imposed |
| **HEALTH** |
| *A medical condition or disability is not a barrier to the potential offer of employment. However, to assist in assessing opportunities for placement, please answer the questions below truthfully* |
| Do you have any impairment or condition which would affect your ability to perform the job for which you have applied? [ ]  Yes [ ]  No |
| If yes, what could Shire of Augusta Margaret River do to accommodate you so that you are able to perform this job?  |
| **HOURS OF WORK AVAILABILITY** |
| *Customer Service Officer ordinary hours of work span are Monday to Friday between 8.30am to 4.30pm, with a half an hour lunch break.* |
| Please tick your available hours of work: |
| Monday 7.5 hrs | [ ]  Yes [ ]  No |
| Tuesday 7.5 hours | [ ]  Yes [ ]  No |
| Wednesday 7.5 hours  | [ ]  Yes [ ]  No |
| Thursday 7.5 hours | [ ]  Yes [ ]  No |
| Friday 7.5 hours | [ ]  Yes [ ]  No |
| **SELECTION CRITERIA** |
| *Applicants must respond to all of the selection criteria documented below in order to be considered for the role. Wherever possible provide examples of your work performance in your responses to the selection criteria, do not simply state that you meet the selection criteria. In order to adequately address each selection criterion, and therefore increase your chances of securing an interview, it is suggested applicants follow the S.A.O (Situation, Action, Outcome) guideline in each specific criteria. That is, describe a Situation that you have experienced (relevant to the selection criteria), then write about the Action you performed to address this requirement and then describe the Outcome of what you achieved as a result of your action and involvement.* |
| 1. Demonstrated front-line customer service experience in an environment that requires providing technical advice to customers.
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| 1. Ability to interrelate effectively within a small multidisciplinary team including being adaptable and flexible.
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| 3. Ability to use contemporary communication technologies and systems. |
| 4. Demonstrated passion for providing excellence in customer service. |
| **VERIFICATIONS OF QUALIFICATIONS** |
| *Please submit copies of relevant qualifications with your application. Shire Augusta Margaret River requests the rights to contact the relevant institution to verify your qualifications outlined in this application* |
| Do you give Shire Augusta Margaret River the right to verify your qualifications? Yes [ ]  No [ ]   |
| **HOW DID YOU HEAR ABOUT THIS VACANCY** |
| [ ]  Facebook [ ]  LinkedIn [ ]  LG Professionals [ ]  The Australian Local Government Directory [ ]  Vacancy subscription email [ ]  SEEK [ ]  AMR Shire website [ ]  Word of Mouth [ ]  Newspaper Advertising [ ]  Other \_\_\_\_\_\_\_\_\_  |
| **DECLARATION AND CONSENT*** I confirm that the information given on this form is true and complete.
* I acknowledge that if I am hired and it is found that I have provided false or misleading information then my employment may be terminated.
* I can provide evidence that I am eligible to work in Australia (e.g., birth certificate or visa).
* I consent to Shire Augusta Margaret River contacting my referees and using, disclosing, and storing the information obtained from my referees to assess my suitability for employment at Shire Augusta Margaret River
* I consent to Shire Augusta Margaret River verifying any fact which is set out in this application (including any position held, bankruptcy status and educational qualifications) and to the information obtained from this check to be collected, used, and disclosed by Shire Augusta Margaret River and the agent it uses to perform the relevant checks.
* I understand that there is no obligation by Shire Augusta Margaret River to provide me with employment.

[ ]  I consent to Shire Augusta Margaret River keeping my details on file for a period of up to 12 months for the purpose of assessing my suitability for employment in any other position for which Shire Augusta Margaret River may consider I may be suitable given my skills and experience.Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |