

CONDITIONS OF EMPLOYMENT

Customer Service Officer Part Time and Full Time

Pro rata if part time	Level 3 Step 1
Base Salary	68,270
Allowances:	
PART A	8,550
PART B	2,612
PART C	11,400
	90,832
Superannuation 13%	11,808
Total Package	\$ 102,631

1 CONDITIONS:

Employment Conditions are in accordance with the *City of Karratha Enterprise Agreement 2021*.

2 SALARY:

The salary is Level 3 with a base salary of \$68,270 per annum, pro rata if part time.

3 HOURS OF WORK:

FULL TIME

Ordinary hours are 7.6 hours per day, 76 hours per fortnight. Extra time is worked each day which accrues towards 1 day off per calendar month. Alternate start and finish times may be negotiated depending on operational requirements.

PART TIME

This role will be contracted to work 21.75 hours per fortnight, 8.30am to 4.45pm Monday to Wednesday. You may work up to 76 hours per fortnight without attracting overtime rates.

4 UNIFORMS:

It is a requirement that staff wear the Corporate Uniform at all times at work. Sets of clothing are issued initially according to policy and are replaced on a "fair wear and tear" basis in consultation with relevant Supervisor. Staff are responsible for alterations required.

5 ANNUAL LEAVE:

Six (6) weeks per annum.

6 ALLOWANCES:

- A) An allowance of \$8,550 per annum, pro rata if part time is paid as a fortnightly allowance, and replaces the previous location, dependent, and industry allowances.
- B) An Annual Leave Travel Assistance of \$2,216 per annum, pro rata if part time will be paid to all employees as a fortnightly taxable allowance.
- C) An allowance of \$11,400 per annum, pro rata if part time is paid fortnightly to employees not covered by the Staff Housing Policy.

7 PERSONAL LEAVE:

As per the *City of Karratha Enterprise Agreement 2021*, ten (10) days per annum for the first three (3) years of employment. Each year five (5) single days can be uncertified, consecutive personal leave of three (3) or more days must be certified. After three (3) years' service, there are twelve (12) sick days per annum. Unused personal leave accrues each year.

8 LONG SERVICE LEAVE:

Thirteen (13) weeks after ten (10) years continuous Local Government service, transferable between Local Authorities within Western Australia.

Employees with seven (7) continuous years' service at the City may apply to take Pro Rata Long Service Leave of 9.1 weeks.

9 VEHICLE:

Permission to drive a Council Pool Vehicle, during work hours for business purpose only in accordance with Motor Vehicle Policy.

10 JOURNEY INSURANCE:

All direct employees of the City of Karratha are covered whilst engaged in the journey between their residence and place of work or a place of training for work unless otherwise covered by union membership.

11 WELLNESS PROGRAM:

Council offers a free membership to eligible full time and part time employees for the Karratha Leisureplex or Wickham Recreation Precinct and a salary sacrificing option (up to \$500 per annum) for specific programs and / or family membership.

12 STUDY ASSISTANCE:

Up to \$3,000 per annum towards fees and authorised text books for approved study relevant to the employee's position.

13 SUPERANNUATION:

Council's default superannuation fund is Aware Super.

Council makes the legislative contribution plus an additional contribution (total 13%) for all staff. Employees may make an extra personal contribution either by direct contribution or by salary sacrifice.

14 PROBATIONARY PERIOD:

A probationary period is applicable to this position and will be discussed at the time of offer of the position to the successful applicant. Midway through an employee's probationary period or earlier should the need arise, a performance review will be undertaken by the relevant manager/supervisor. Immediately prior to completion of the probationary period, an assessment of the employee's performance during the probationary period will be undertaken by the relevant manager/supervisor.

Should the employee's performance not meet the standards set down by the City, the probationary period may be extended by up to three months in consultation and agreement with the employee prior to the end of the probationary period.

The employee shall be offered counselling and/or further position specific training during the extended probationary period to assist in meeting the required level of performance. Regular assessments will be carried out during the extended probationary period.

After successful completion of a probationary period the employee shall be offered continuing employment.

15 POLICE CERTIFICATE:

It is a requirement of this position for an applicant to provide a National Police Certificate (cost approximately \$62.40, *applications available from the Post Office*) prior to an offer of employment being confirmed. This Certificate remains the property of the applicant, however, a notation of sighting the original Certificate will be kept on the employee's personal file. A Federal Police Certificate is required for interstate applicants.