



**CITY OF ALBANY
POSITION INFORMATION
COORDINATOR DEVELOPMENT ASSESSMENT
AND CUSTOMER RELATIONS**

POSITION: Coordinator Development Assessment and Customer Relations
LOCATION: Infrastructure, Development and Environment / Development Services / 102 North Road, Yakamia
DATE: July 2024

Should the City receive a number of suitable applicants for this role a talent pool may be created for use for future ongoing and temporary roles. This pool is valid for a period of up to 12 months.

CONDITIONS OF EMPLOYMENT:

Agreement: City of Albany Industrial Agreement 2023

Status: Permanent, Full Time Employment

Salary: Level 9.1 to 9.4 (\$113,185.72 – 119,530.50 per annum dependent on skills, qualifications and experience)

Ordinary Hours: 152 hours per 4 weekly cycle, to be worked Monday to Friday between the hours of 6.00am and 6.00pm

Variable work arrangements: Variable work arrangements are available in negotiation with team supervisors/managers and in accordance with the organisation's customer service requirements

Annual Leave: 4 weeks paid annual leave each year (pro rata)
17.5% leave loading

Long Service Leave: Available after 7 years of service in accordance with the Regulations.

Other Leave: The Officer is entitled to:
a) Personal leave;
b) Compassionate leave; and
c) Parental leave

Superannuation: The City will contribute superannuation payments to a fund/s meeting an amount equal to the Superannuation Guarantee as per the Superannuation Guarantee (Administration) Act 1992 and the Superannuation Guarantee Charge Act 1992.

Probationary Period: 3 months.

Medical: Appointment is subject to a pre-employment medical declaration

Federal Police Clearance: Appointment is subject to a satisfactory federal police clearance

For further enquiries, please contact Jan van der Mescht, Manager Development Services on (08) 6820 3047.



**CITY OF ALBANY
KEY SELECTION CRITERIA
COORDINATOR DEVELOPMENT ASSESSMENT
AND CUSTOMER RELATIONS**

APPLY ONLINE FOR THIS VACANCY AT www.albany.wa.gov.au

PLEASE ONLY ADDRESS THE SELECTION CRITERIA BELOW, NOT THE CRITERIA AS LISTED IN THE POSITION DESCRIPTION

Within your application, please tell us about your previous experience in a similar role addressing the selection criteria below (refer to point 2 under "Completing your Application" on the 'Advice for the Prospective Applicants' page of this information pack.)

KEY SELECTION CRITERIA

- Detailed knowledge, understanding and experience in the assessment and determining of Development Applications in accordance with applicable legislation, policies, principles and practices.
- Demonstrated ability to instigate and implement updates to workflows, procedures, processes, systems in alignment with the organisation's strategic direction and business objectives.
- Proven ability to work in a multi-skilled team environment and reconcile conflicting requirements from building, engineering, and environmental health areas.
- Demonstrated knowledge and understanding of contemporary practices in customer experience and business administration.
- Proven background in customer and stakeholder engagement, with strong interpersonal skills to effectively communicate technical information to diverse audiences, including handling challenging situations. Experienced in collaborating to achieve suitable solutions.
- Demonstrated experience leading a team, providing guidance, support and managing team performance.