



APPLICATION PACKAGE

For the position of

Customer Service Officer

Part Time

Applications for this position close on 11 July 2025

The Shire reserves the right to close the position early.

Employment Application Package – Customer Service Officer Part time

Shire of West Arthur
PO Box 112
31 Burrowes Street
Darkan WA 6392
T: (08) 9736 2400
E: shire@westarthur.wa.gov.au



I appreciate your interest in this position with the Shire of West Arthur.

Enclosed is a copy of the position description and guidelines to assist you in preparing a written application.

If you would like to find out anything further about the position, please get in touch with the Shire's Manager Corporate Services, Rajinder Sunner, or Manager of Finance Reporting, Melinda King, on 08 9736 2400 or email shire@westarthur.wa.gov.au

Preparing Your Application

Applicants are not required to address the selection criteria separately. Applications should include a cover letter, information about previous employment, experience, education, training, qualifications, or volunteer roles related to this position, and at least two recent relevant referees.

Along with your referee's name, please include the relationship to you (e.g., Supervisor), company name and daytime telephone numbers. Written references are not required. The selection panel may contact referees as part of the selection process for this position.

This information may be provided in a resume or on an application for employment form available from the Shire website www.westarthur.wa.gov.au

Applications can be delivered to the Chief Executive Officer, Shire of West Arthur, 31 Burrowes Street, Darkan, WA, 6392, or lodged electronically to shire@westarthur.wa.gov.au

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JOB DESCRIPTION

POSITION TITLE	Customer Service Officer Part-Time
POSITION NUMBER	
DEPARTMENT	Corporate Services
LEVEL/GRADE	Level 2 + 15% Over Award
REPORTS TO	Manager Corporate Services
RESPONSIBLE FOR	Nil

OUR VISION	To be a safe, friendly, welcoming community with a dynamic and expanding local economy.
OUR VALUES	Honesty, Responsibility, Respect, Excellence, Fairness, Teamwork

PURPOSE OF POSITION	<ul style="list-style-type: none">• Provide administrative and customer support, including counter, phone and email enquiries.• Assist with bookings of Shire Facilities• Manage and coordinate Shire cemeteries records and processes
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DUTIES OF POSITION
<p><u>Customer and Front Counter Services</u></p> <ul style="list-style-type: none">• Respond to customer enquiries via phone/email, and over the counter. Forward enquiries to the appropriate responsible officer as required.• Open and close the reception, lock and unlock the strong room and exterior door, raise and lower flags, and turn on the TV display every morning.• Receive over-the-counter transactions and balance the till daily. <p><u>Licensing Services</u></p> <ul style="list-style-type: none">• Fulfil legal responsibilities as an accredited user of the Transport Executive and Licensing Information System (TRELIS) provided by the Department of Transport.• Undertake point-of-service problem-solving and sensitive customer enquiries and apply discretion in all circumstances.• Liaise with the Department of Transport to schedule Computer Theory and Hazard Perception Tests for drivers. <p><u>Finance</u></p> <ul style="list-style-type: none">• Receipt of rates, cash sales, and invoices in the accounting system.• Creation of purchase orders in the accounting system for approval by the appropriate officer.• Daily banking to be deposited on the next business day.

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Bookings for Shire Facilities

- Maintain the caravan park booking system, including liaising with the caretaker on bookings and ensuring details for bookings that need invoicing are passed onto the finance officer promptly.
- Assist with hall booking schedules, including booking forms, liaising with the contract cleaner, and maintaining the booking register.
- Respond to other booking requests, i.e. for oval, youth area, etc.

Record keeping

- Check, print, file and respond as required to emails in the general Shire email inbox.
- Maintain the Shire's first point of contact records, including electronic and hard copy.

Cemeteries

- Support and correspond with customers regarding their cemetery enquiries.
- Process all relevant applications.
- Maintain and keep up to date all Shire cemeteries records and maps.
- Arrange burials and liaise with the Manager Works and Services for any grounds work that needs to be carried out.
- Assist with the development of a long-term cemetery plan.

General

- Keep the office tidy, keep noticeboards up to date, and keep tourism pamphlets current.
- Assist with preparing Shire notes for inclusion in "The Bleat" fortnightly.
- Assist with the admin schedule, including key dates.
- Assist with fire support and vehicle movement bans.
- Liaise with the Ranger and assist with the registration of cats/dogs.
- Stock take and order stationery supplies when needed.
- Adhere to and maintain safe work practices and standards. Report and document all accidents, workers' compensation issues, and other incidents.
- Participate, contribute, and demonstrate personal commitment to safe practice and environmental awareness compliant with Duty of Care requirements under the Work Health and Safety Act 2020 and relevant regulations and guidance notes.
- Undertake any other duties within skill and competence levels, as directed by the Chief Executive Officer or Manager Corporate Services.
- Sound knowledge of Workplace Health & Safety regulations, Equal Opportunity legislation and policies.

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QUALIFICATIONS / ACCREDITATION REQUIRED

Essential:

- National (Federal) Police Certificate (not more than 6 months old).

Desirable:

- First Aid Certificate.
- 'C' class driver's licence.
- Certificate I or II in a relevant field.

EXPERIENCE REQUIRED

Essential:

- Nil.

Desirable:

- Previous customer service experience.

Certification

The details in this document accurately state the duties, responsibilities, and other job requirements. This position description is indicative at this point. It is envisaged that the position may be reviewed in the next 12 months.

Probationary Period

A standard probationary period of three (3) months applies to all new appointments. The probation period may also be extended if necessary.

Salary

Hourly rate Level 2 LGIA (includes 15% over award, with potential increase after 6 or 12 months).
Housing allowance is for staff not living in subsidised Shire housing.

Conditions of employment are in accordance with the Local Government Industry Award 2020 (LGIA 2020) and Council Policy, including four weeks' annual leave per annum and relevant sick and carers leave.

Superannuation

Superannuation of 12% in accordance with the Statutory Occupational/Guarantee Fund shall apply. Salary sacrifice is available; the Shire pays a matching additional superannuation of up to 3.5%.

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Hours

The hours for this position are generally Wednesday to Friday, 8.00 am to 4.30 pm.

Uniform

An annual uniform allowance applies to this position for purchasing the local government corporate wardrobe.

Housing

Shire provides a rental subsidy of \$60 per week pro rata for employees in part-time or full-time positions.

Supporting Documents

Originals of supporting documents must be made available (e.g., motor vehicle licence/s and qualifications where applicable).

Location Amenities

The Shire is well serviced with various recreation and amenities including a small local general store, primary school, swimming pool, post office, childcare, playgrounds, community resource centre, visiting medical practitioners, hotel, café, roadhouse and sporting facilities.

Further information is available from the Shire's website or the Shire Office.