



APPLICATION PACKAGE

For the position of

Customer Service Officer

Full 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 Full 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 are to assist you in preparing a written application.

If you would like to find out anything further about the position, please contact the Shire's Manager Corporate Services, Rajinder Sunner or Manager 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 – Full-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 inquiries.• Assist with bookings of Shire Facilities.• Manage and coordinate Shire Cemeteries records and processes.• Manage property tasks such as preparing leases, organising inspections, and handling maintenance requests.
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DUTIES OF POSITION

Customer and Front Counter Services

- Respond to customer enquiries via phone/email, and over the counter. Forward enquiries to the appropriate responsible officer as required.
- Opening and closing the reception, including locking and unlocking the strong room and exterior doors, and raising and lowering the flags.
- Receive over-the-counter transactions and balance the till daily.

Licensing Services

- 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.

Finance

- Receipting of rates, cash sales and invoices in the accounting system.
- Creation of purchase orders in the accounting system for approval by the appropriate officer.

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- Daily banking to be deposited on the next business day.

Bookings of Shire Facilities

- Maintain caravan park booking system, including liaising with caretaker on bookings, and ensuring details for bookings that need invoicing are passed onto the finance officer promptly.
- Assist with hall bookings schedules, including booking forms, liaising with contract cleaner, and maintaining the booking register.
- Assist with gym memberships, gym inductions and air key registrations.
- 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 copies.

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.
- Respond to any cemetery enquiries.

Property Management

- Ensure all Shire properties are managed according to the lease agreements.
- Coordinate and implement routine preventative maintenance, reactive and urgent works, statutory compliance, routine inspections and rental reviews of the Shire property portfolio.
- Maximise the Shire's return on all properties as far as practical.
- Manage the Shire property database document registers for all lease agreements and management orders by business operational requirements.
- Assist in maintaining and improving internal and external processes to efficiently process the new lease agreements.

General

- Keep the office tidy, keep notice boards updated, 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.
- Stocktake 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.

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- Participate, contribute, and demonstrate personal commitment to safe practice and environmental awareness; comply 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.
- Sound knowledge of Workplace Health & Safety regulations, Equal Opportunity legislation and policies.

QUALIFICATIONS / ACCREDITATION REQUIRED

Essential:

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

Desirable:

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

EXPERIENCE REQUIRED

Essential:

- Nil

Desirable:

- Previous customer service experience.

KNOWLEDGE, SKILLS & ABILITIES REQUIRED

Essential:

- Developing knowledge of Microsoft Office, the internet and email communications.
- Ability to clearly understand and adhere to Council policies and procedures.
- Ability to apply skills learnt on the job to the workplace.
- Ability to plan and carry out daily work programs under assigned schedules.
- Ability to provide a high level of customer service.
- Ability to read and understand written instructions, complete basic forms, documentation and reports.
- Ability to work effectively with people of all ages, at all levels of the Shire, and with community members to produce positive outcomes.
- Developing record-keeping skills.

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Desirable:

- Sound knowledge of the Shire of West Arthur community.
- Developing cemetery management skills

REVISION DATE

26 June 2025

APPROVED BY

Vin Fordham Lamont

Certification

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the job. This position description is indicative at this point in time. 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 2LGIA (includes 15% over award, with potential increase after 6 or 12 months).

Adverse Working Conditions Allowance (paid on hours worked, not spent on leave).

Additional allowance paid for operators with a high level of experience.

Housing allowance is for staff not living in subsidised Shire housing.

Conditions of employment are by 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% by the Statutory Occupational/Guarantee Fund shall apply. Salary sacrifice is available; the Shire pays a matching additional superannuation of up to 3.5%.

Hours

The hours for this position are generally Monday to Friday, 8.00 am to 4.30 pm, with a rostered day off every four weeks.

Uniform

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

Housing

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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.