

Information for Applicants

CUSTOMER SERVICE OFFICER



Applications close
4.00 pm, Friday, 30 May 2025

For more information contact:
Ian Graham
enquiries@narrogin.wa.gov.au
Tel: 08 9890 0900

Newspaper Advertisement



CUSTOMER SERVICE OFFICER

Package to \$70k

The Shire of Narrogin has an excellent opportunity for an enthusiastic, team-oriented individual to fill the role of a Customer Service Officer – be the welcoming face of assistance on the front counter of the Shire.

Responsibilities include providing customer service at the front counter at the Shire of Narrogin Administration Office and providing support to the back-office processing accounts and administration.

The successful candidate would ideally have customer service and cash handling experience however candidates with suitable skills and an enthusiasm to learn should apply.

Previous experience in Transport Licencing will be advantageous however Training will be provided as part of the employment package and is a required by the Department of Transport.

To be considered for this role you must submit a written application addressing the selection criteria listed in the position description and provide a copy of your current resume.

An application package is available on the Shire's website or by contacting the Executive Manager Corporate & Community Services, Ian Graham on 08 9890 0900.

Applications should be marked 'Private & Confidential' and entitled 'Customer Service Officer, addressed to the undersigned.

Applications close at 4:00 pm, Friday, 30 May 2025. The Shire of Narrogin will select and interview prospective candidates throughout the advertisement period and may appoint successful applicants prior to the closing date.

The Shire of Narrogin is an equal opportunity employer.

Dale Stewart
Chief Executive Officer
Shire of Narrogin
PO Box 1145 Narrogin WA 6312
enquiries@narrogin.wa.gov.au
www.narrogin.wa.gov.au

The Package

Position:	Customer Service Officer
Department:	Corporate & Community Services
Section:	Corporate Services
Position classification:	LGIA Award: Level 4
Employment type:	Full Time
Location:	Shire of Narrogin & other Local Government Districts as required.

Per annum	\$ Minimum	\$ Maximum
Salary*	48,926	48,926
Over Award Payment	474	10,574
Total Salary Payable	49,400	60,000
Superannuation @ 11.50%	5,681	6,900
Matching Superannuation @ 3.50%	1,729	2,100
Leave Loading 17.5% (not payable to contract or casual employees)	665	808
Vehicle Provision**	N/A	N/A
Housing Allowance	N/A	N/A
Telephone Allowance	N/A	N/A
Uniform Allowance	\$350	\$350
Gym Membership (full) (50% discount)	\$520	\$520
Rostered Day Off	19 day month	19 day month
TOTAL	58,345	70,678

* The package is calculated on a full time wage of 76 per fortnight for a full year. Wages will be paid on actual hours worked.

** Unrestricted Private Use (radius of 250km) from Narrogin townsite

About Your Application

Preparing Your Application

Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

Whilst emailed applications to enquiries@narrogin.wa.gov.au is preferred, if mailing or delivering the application, it should be stapled in the top left hand corner. Note: Please do not submit applications in plastic folders or include original documents.

Covering Letter

The cover letter is a brief letter outlining the position you are applying for and a brief description of your background and reason for applying for the position.

Addressing Selection Criteria

If the advertisement requires you to address selection criteria, you will need to set out in a separate document entitled "Selection Criteria" and provide evidence of your ability to meet the criteria.

Curriculum Vitae (Resume)

Your Curriculum Vitae should provide personal details (e.g. name, address, contact number) relevant work history, education, training courses attended, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates/period of employment. In the description of your work history, give a brief summary of the duties and responsibilities for each of the positions.

Qualifications

Certain positions stipulate that tertiary qualifications or specific certificates are required. As part of the application, candidates should demonstrate that the required level of education or training has been achieved. Please attach photocopies of any relevant qualifications or academic records to the application.

Referees

You should include in your curriculum vitae the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your curriculum vitae. Preferably one referee should be your current supervisor or manager, alternatively a supervisor/manager from a previous position may be used.

It is courteous to contact your referees for approval prior to nominating them in the application.

Closing Dates for Applications

Vacant positions with the Shire of Narrogin are advertised for a specific period and close at the time and dates as written in the advertisement. The closing time is the time that the applications are to be received at the Shire of Narrogin offices.

Late Applications Will Not Be Accepted

Short-listing of candidates for interview by the Selection Panel may take up to two weeks after the closing date. The candidates selected for interview will be contacted by an officer from the Shire of Narrogin by telephone to organise a convenient time to conduct the interview.

Preparing for the Interview

To prepare for the interview questions, re-read the Position Description focusing on the Selection Criteria. Think of workplace situations where the relevant skills and abilities have been required to be demonstrated.

Focus on the duties of the position and think about how they would be carried out. Think about the problems that might be encountered and how they could be resolved. Try to identify examples from past experience that might be similar or equivalent.

The Interview Process

The interview panel will generally consist of at least three members. Interviews will follow a set format to ensure equity and fairness to each applicant and will be evaluated in the same manner.

During the interview, the interview panel members will write notes and assess the answers from the candidates in response to the structured questions, ensuring that all applicants are examined in an objective and uniform manner. If a candidate does not understand a question, they should seek clarification prior to providing a reply.

Never assume that the interview panel members know the suitability of individual candidate for the vacant position even though some applicants may have worked with them or have previous experience in the past for which they have applied.

Wherever possible, relate answers to direct experience.

After the Interview

The successful applicant will be contacted by a member of the Interview Panel to verbally offer the position. The Human Resources Department will forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate and completing a pre-employment medical and drug & alcohol test, the costs of which will be reimbursed upon commencement.

All unsuccessful applicants will be notified in writing.

Working for the Shire of Narrogin

Located in a picturesque valley surrounded by woodlands, farming country and rolling hills, Narrogin is just a two hour drive south east of Perth and is a major service centre for the region's rich agricultural industry.

The vibrant town is home to about 5,200 residents and is the regional centre for nearby communities including Cuballing, Wickiepin, Wagin and Williams, all of which provide a feeder population of more than 10,500 people.

The town's significant infrastructure, health and education facilities and specialty retail outlets also regularly attract more than 9,000 residents from the other outlying shires of Brookton, Corrigin, Dumbleyung, Kulin, Kondinin, Lake Grace and Pingelly.

The Shire of Narrogin is an Equal Opportunity Employer that has a team-oriented and highly motivated workforce which provides quality services and facilities to residents and visitors to the Shire.

Whilst most conditions of employment are covered in the Letter of Appointment and/or Employment Contract, all other governing matters fall within the [Industrial Relations Act 1979 \(WA\)](#) and the [Minimum Conditions of Employment Act 1993 \(WA\)](#) and Council's adopted [Code of Conduct](#).

All or some of the following benefits may apply to your position at the Shire of Narrogin:

Local Government Career

There are currently 138 Local Governments in Western Australia (and two Territories). Whether it be a large organisation or a small team, a career in Local Government is an opportunity to make a real difference.

Hours of Work

Varies depending on the position held, most office employees work Monday to Friday, minimum 152 hours per month. Most 'outside' employees work Monday to Friday, from 6.30am to 4.00pm during the summer months and from 7.00am to 4.30pm during the winter months.

Rostered Day Off (RDO)

A RDO system is in place for eligible Shire employees. One day off per month for full-time Administration, Library, Caravan Park, Narrogin Regional Homecare and Narrogin Regional Leisure Centre employees (other than Executive staff) and one day off per fortnight for employees that work in the Works and Services Division.

Up to 15% Superannuation (combined contribution)

As well as the required 11.50% superannuation contributions the Shire is required to make on behalf of its employees, contributions made by the employee to their own Superannuation Plan will be matched by the Shire up to a maximum of 3.50%.

Annual Leave - 17.5% Leave Loading

For employees not defined as casual, four weeks annual leave is payable after 12 months' service. Leave Loading of 17.5% is paid on annual leave for permanent staff not on contract.

13 Weeks' Long Service Leave

All permanent employees of the Shire are entitled to 13 weeks long service leave after completing 10 continuous years' service in Local Government. Long service leave accruals are transferable between all local government authorities in Western Australia.

Personal Leave

Personal/carer's and bereavement leave is as per the National Employment Standards.

Employees Training and Development Opportunities

To maximise the potential and skills of its employees, the Shire is committed to supporting employees' training and education and providing professional development opportunities to employees as appropriate and encourages senior employees' attendance at State Conferences.

Probationary Period

A position may be subject to a probationary period.

Study Leave and Funding

Study leave assistance may be extended at the discretion of the CEO.

Competitive Salary

A competitive salary will be offered relevant to the position level within the Shire.

Salary Packaging

Salary packaging is available for permanent employees (eg package car and/or laptop).

Employee Incentive Scheme

Employees are able to participate in a reward scheme which enables employees to receive an amount not exceeding \$200 in cases where they have put forward good suggestions which have been adopted and resulted in savings and improved efficiency to the Shire.

Annual Performance Reviews

All employees are entitled to an annual performance review. The reviews are linked to possible salary review and highlights training requirements for the relevant position.

Internal Promotion and Acting Opportunities

The Shire encourages all employees to fulfil acting positions where available and endeavours to promote existing employees when a vacancy arises.

Subsidised Corporate Uniform – Office Employees

All permanent employees are entitled to a subsidised annual allowance toward the Local Government uniform.

Personal Protective Equipment

All necessary protective clothing and equipment is supplied by the Council to ensure your safety.

Smoke Free Working Environment

The Shire Administration office, Depot, Library, Homecare, Narrogin Regional Leisure Centre and all workplaces including vehicles are smoke-free working environments.

Health and Wellbeing Programme

Various programmes are regularly conducted for Shire employees such as Flu vaccines and sun screen checks and full health assessments. These programmes are free to employees.

Vaccinations

Vaccinations from time to time, such as COVID-19, may be compulsory under Government of WA mandates and Health Directions for certain classes of employees including environmental health officers, frontline employees that have regular and close direct contact with aged and vulnerable clients and customers. This is also due to Commonwealth funding requirements, with respect to all Narrogin Regional Homecare employees, whether permanent or casual.

In addition, in the event of a lock down or similar restrictions, all employees at the following work locations may be required to be fully vaccinated, to continue to attend work:

- Narrogin Regional Homecare
- Caravan Park
- Refuse Site
- Works Depot (Mechanical, Parks & Gardens, Construction & Maintenance, Depot Admin)
- Library
- Ranger Services
- Shire Administration Office.

Exemptions may be available through a General Practitioner, that confirms that to receive a vaccination, would compromise their health, due to an existing underlying health condition.

In limited circumstances, those that are not fully vaccinated, may receive temporary approval to work from home, on a case by case basis.

Equal Opportunity Employer

The Shire's Equal Employment Opportunity goals are designed to provide an enjoyable, involving, harmonious work environment for all employees where each has the opportunity to progress to the extent of their ability.

Job Share and Part Time Opportunities

The Shire supports the principle of job sharing and part time employment, with various part time positions currently occupied within the Shire.

Modern Office Facilities

The Narrogin Shire Administration Office, Library, Narrogin Regional Leisure Centre, Narrogin Regional Homecare, and Works Depot Office are all modern, spacious, air-conditioned buildings.

Kitchen Facilities

The Shire Administration Office and Works Depot has a modern kitchen/lunch room for employees use.

Employee Corporate Functions (e.g. Farewell & Christmas Functions)

The Shire provides an annual Christmas Function for all Elected Members, employees and their families as well as other occasional functions throughout the year.

Friendly Work Environment

A great team-oriented, friendly environment makes working with the Shire an attractive employment option with great prospects / career advancement within the Shire and in local government in general.

Work Experience Programme

The Shire is dedicated to giving young people the opportunity to utilise the work experience programmes through their School, enabling them to work in their area of interest.

RRR – Reduce Reuse Recycle

The Shire of Narrogin is committed to promoting environmentally conscious development and to creating a more sustainable community.

Gymnasium or Swimming at lunchtime – Discounted Membership

The Shire Administration Office is located within close proximity to the Narrogin Regional Leisure Centre. A 25-metre heated pool and fully equipped gymnasium is available to all staff who wish to visit as an occasional patron or take advantage of 50% discount to membership packages at the Centre.

Family Friendly Environment

The Shire Administration Office is a family friendly environment and recognises the importance of a working/family life balance.

Voluntary Employee Involvement in Community Events

Employees are able to be involved in various events which the Shire organises and/or supports within the community.

Close to Early Education, Schools and the Agricultural College

For those with children, all work locations are within close proximity to the Narrogin Regional Childcare Centre, three choices of Primary Schools, the Senior High School (to year 12) and the Agricultural College (years 10 – 12).

Counselling Services

The Shire offers support on a range of work-related issues. Short term counselling aims to provide local government workers, elected members and bushfire volunteers with support for a wide variety of work-related issues such as work relationships, conflicts at work and other work-related issues. To access this service an individual must be referred to LGIS by the local government by using the approved referral form, which will entitle the individual up to 6 sessions.

Free Parking

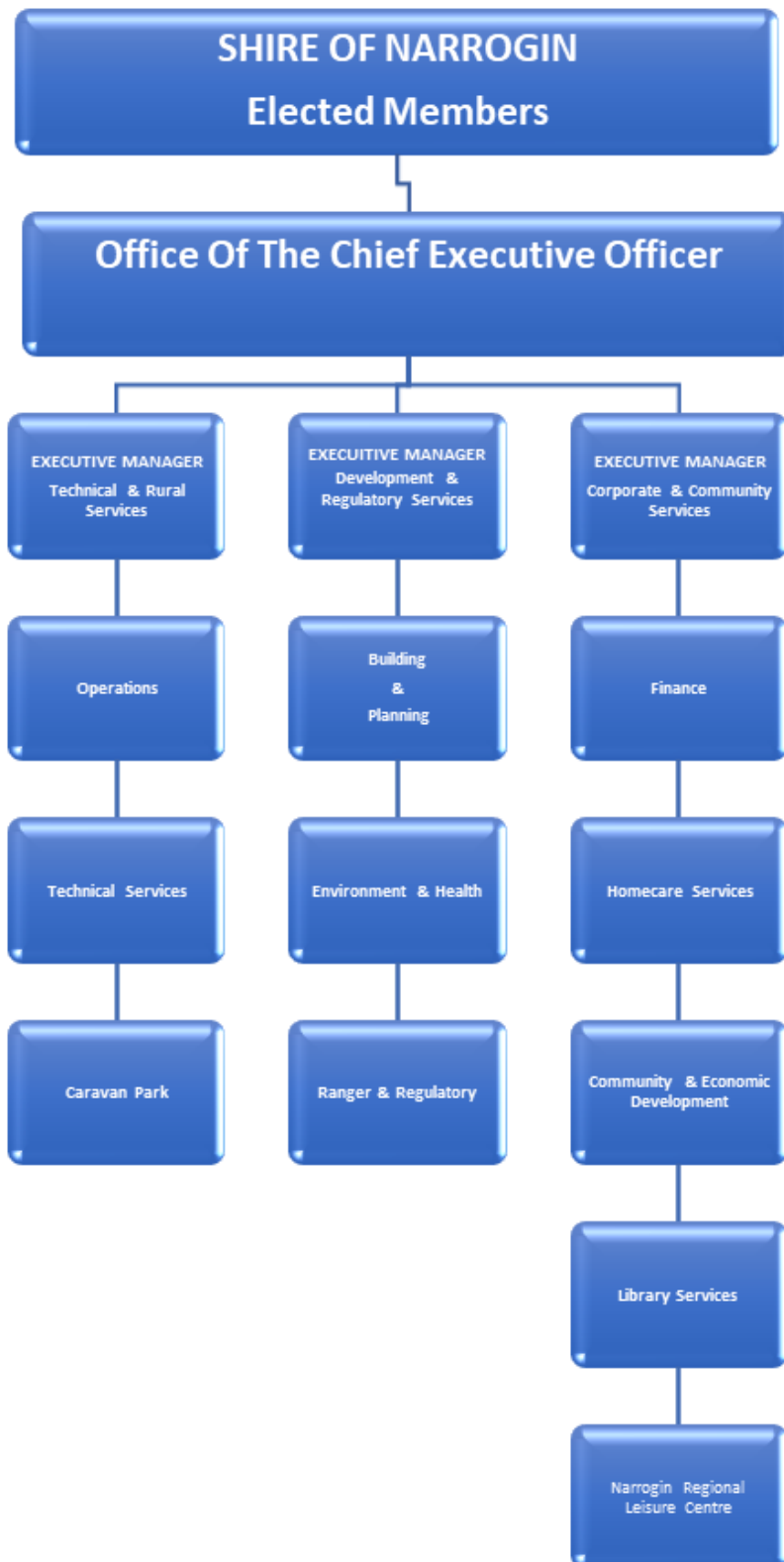
The Shire has free on-site parking facilities for all employees.

Electric Vehicle Charging Stations

Six (6) dedicated Hybrid or Electric Vehicle car parking / charging stations free for employees to park and use if based at the Administration Office.

For further information please contact the Payroll Officer on telephone 9890 0900 or email payroll@narrogin.wa.gov.au.

Organisational Structure



Position Description

Customer Service Officer

1. POSITION DETAILS

Position:	Customer Service Officer
Directorate:	Corporate & Community Services
Department:	Finance
Position classification:	Level 4
Employment type:	Full Time
Location:	Shire Administration Building

2. ORGANISATIONAL RELATIONSHIPS

Responsible to:	Manager Corporate Services
Supervision of:	Not applicable
Internal and External Liaison:	Chief Executive Officer and Executive Team
Internal	All staff and elected members
External	Rate Payers General Public Transport Licensing Customers

1. POSITION OBJECTIVES

- To convey a helpful, professional and efficient impression of the Shire and its operations.
- To provide an efficient and friendly customer service to Transport Licensing customers on behalf of the Transport Licensing Department.
- To promote a culture of excellent customer service.
- To provide clerical and financial administrative services and backup support for the Corporate Services team.

2. KEY DUTIES / RESPONSIBILITIES

Customer Service & Transport Licensing – Including:

- Provide a professional and efficient first point of contact for telephone calls and general enquiries to the public and staff including timely conveyance of clear and accurate messages.
- Accurate receipting of Council revenue.
- Balance daily receipting.
- Reporting any cash discrepancies to the manager.
- Take bookings and issue tickets for customers for TransWA trains and coaches.
- Process driver's licence, vehicle registration and firearm renewals.
- Process transfers and disposal of standard vehicles.
- Process changes of number plates, conditions and concessions.
- Process amendments to licensing records.
- Conduct learner's permit testing i.e. HPT Testing and Phase II Permits.
- Arrange appointments for vehicle driver's licence testing.
- Provide a support point of contact for processing vehicle dealer transactions.
- Provide a support point of contact for processing transfer and disposal of non-standard vehicles and issuing temporary permits.
- Maintain stocks of Transport Licensing number plates and general stationery.
- Update dog registration licenses, issue registration discs and process amendments.
- Liaise with Dog Control Officer regarding dog control matters and provide information as required.

General Back Office Processing - Including;

- Creditors processing
- Debtors processing
- End of day Processes
- Assist with Payroll, HR, Rates admin tasks if required
- Assist in the preparation of end of month reports
- Complete mail, filing, backing, bookings and records management duties as required.

General

- Ensure photocopiers are loaded with paper.
- Collating and completing stationery orders for admin staff members.
- Ensure that office stationery and copier paper levels are maintained, and the storeroom is kept in order.
- Demonstrate actions in keeping with our adopted Values, Council Policies, Executive Instructions and Code of Conduct and the highest principles of ethics and integrity.
- Other duties as required.

5. SELECTION CRITERIA

Qualifications

- No formal qualifications required.
- Completion of customer service training is ideal.
- Completion of Transport licencing training and subsequent accreditation
- Police clearance for Transport Licencing purposes.

Experience

- Experience in customer service.
- Experience in cash handling.
- Experience in working with Microsoft applications.
- Experience in Transport Licencing (Training is mandatory by the Department of Transport).
- Knowledge of local community and services.
- Experience in local government (desired).
- Experience in records management.

Skills

- Awareness of reception and telephone techniques.
- Good time management skills.
- Ability to work under pressure.
- Developed verbal and written communication skills.
- Developed telephone skills.
- Excellent keyboard and typing skills.
- Ability to work with others in a team environment.
- Ability to work under pressure, use initiative and be well organised.
- Developed numeracy skills with experience in cash handling and receipting.

Knowledge

- Knowledge of Council's organisational structure and functions.
- Sound knowledge of local facilities, organisations and services provided within the community.
- Sound knowledge of Transport Licencing functions and regulations.
- Basic knowledge of records management.
- Physical requirements:
- The position is mainly desk bound with some standing to assist customers as required.

6. EXTENT OF AUTHORITY

- Free to act within established guidelines and may exercise judgement in some circumstances. Contributes to the team decision making process.

7. WHS REQUIREMENTS

- Follow all Work, Health and Safety guidelines, policies and procedures.
- Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work.
- Undertake risk assessment, hazard identification and control and conduct accident/incident/near misses investigation and documentation as directed.



Shire of
Narrogin
Love the life

89 Earl Street, Narrogin

Correspondence to:

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