



# APPLICATION PACKAGE

## Customer Service Officer

Contact:

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**Executive Manager Corporate Services**  
**Shire of Narembeen**  
**9064 7038**

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# Advertisement



## Customer Service Officer

### *Friendly Working Environment*

The Shire of Narembeen is seeking an enthusiastic team member who will enjoy working with a tight-knit group of staff to provide excellent external and internal customer service.

The ideal applicant will be well presented, self-motivated and energetic with a friendly personality, attention to detail and the ability to work autonomously as well as part of a team.

Experience in customer service is desirable, however, on the job training will be provided for the right candidate.

This role can be flexible enough to suit full-time or part-time hours and offers an above-award salary with additional employee benefits including housing allowance, Council matching of additional superannuation contributions (up to 5%) and free membership to the Narembeen Community Gym.

An application package outlining duties and responsibilities is available from the Shire's website [www.narembeen.wa.gov.au](http://www.narembeen.wa.gov.au). Confidential enquiries concerning the position can be made by contacting Ben Forbes, Executive Manager Corporate Services at [bforbes@narembeen.wa.gov.au](mailto:bforbes@narembeen.wa.gov.au) or during office hours on 9064 7308.

Applications are to be submitted by 4pm Friday 15 May 2026. Applicants are required to include a current resume and covering letter of application, clearly marked "Private & Confidential – Customer Services Officer" and addressed to [bforbes@narembeen.wa.gov.au](mailto:bforbes@narembeen.wa.gov.au).

# Position Description

<b>POSITION TITLE</b>	<b>Administration Officer (Records)</b>
<b>DIRECTORATE</b>	Corporate Services
<b>AWARD</b>	Local Government Officers (WA) Award 2021
<b>LEVEL</b>	Level 3
<b>STATUS</b>	Full Time
<b>LOCATION</b>	Shire of Narembeen Administration Office, 1 Longhurst Street

## POSITION SUMMARY

Deliver high-quality customer service and be first point of contact for general enquiries made to the Shire of Narembeen. Generally, assist the administration to ensure all routine functions are undertaken on time and without issue. Assist with the management, oversight and maintenance of the Shire's record keeping functions and be the first point of contact for internal and external record enquiries.

## POSITION OBJECTIVES

Responsible for the Executive Manager Corporate Services, the Administration Officer plays a crucial role in maintaining a high standard of customer service, managing administrative tasks, and contributing to the improvement of recordkeeping practices processes within the Shire administration office. The responsibilities are diverse and require a proactive and adaptable approach to meet the needs of the organisation and its stakeholders.

## DUTIES AND RESPONSIBILITIES

### Customer Service

- Coordinate and ordering of office supplies and stationery.
- Maintain the Shire's reception area and public notice board.
- Perform driver and vehicle licensing transactions and respond to related enquiries
- Prepare bank deposits and facility banking
- Process customer service enquiries in accordance with the Shire's Customer Service Charter
- Receive and process payments.
- Undertake end of day reconciliations for till takings
- Process the receipt of all funds received in person, by phone and by mail.

### Administration Services

- Administer the Shire's electronic access control system and manual key system.
- Assist with coordinating and setting up Shire functions and meetings.
- Assist with compiling Council documents.
- Coordinate the processing and reporting of BCITF and Building Services Levy applications and payments.
- Manage the Shire's booking system for facilities.
- Manage the Shire's complaints system.

- Prepare and issue Shire correspondence as directed.
- Provide customer advice and process advice for cemetery services.
- Receive and process building and planning applications in liaison with external service contractors.

### **Records**

- Assist the Executive Manager Corporate Service to review and implement the Shire's Recordkeeping Plan and associated policies and procedures.
- Assist the Executive Manager Corporate Services in the implementation of a new recordkeeping system.
- Assist other staff with the transition to standardised recordkeeping practices.
- Assist with the transition to a paperless system.
- Collect and record mail appropriately in the Shire's record keeping system.
- Assist management to ensure that email correspondence and associated documents are captured appropriately in the Shire's record keeping system.
- Manage and oversee electronic and hard copy record procedures.

## **SKILLS AND EXPERIENCE**

### **Skills and Knowledge**

- Strong written and verbal communication skills
- Strong attention to detail
- Developed customer service skills
- Sound numeracy and cash handling skills
- Ability to work as part of a team
- Ability to manage and plan own workflow
- Developed problem solving skills
- Experience with Microsoft Office applications
- Proficiency with Windows operating systems

### **Qualifications, Certificates and Licenses**

- Certificate or training in business, administration, or a similar course OR appropriate on the job training and relevant experience.
- Hold a current and valid 'C' class Drivers License.
- Current police clearance.

## **RELATIONSHIPS**

**Reports to:** Executive Manager Corporate Services

**Internal Liaison:** Councillors, Shire Staff

**External Liaison:** Contractors, general public, residents, ratepayers, and suppliers

## **EXTENT OF AUTHORITY**

Operates under the direct supervision of the Executive Manager Corporate Services.

## **CODE OF CONDUCT**

Expected to always adhere to the Code of Conduct, ensuring compliance with its standards in all aspects of their role.

## **DISABILITY ACCESS AND INCLUSION PLAN**

Responsible for supporting the Shire of Narembeen's commitment to advancing the principles and objectives of the Disabilities Service Act 1993, including its 2004 amendments, ensuring compliance with the seven standards outlined in the Disabilities Services Regulations 2013, and contributing to the successful implementation of the Disability Access and Inclusion Plan 2024-2029.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Responsible for upholding the Shire of Narembeen's commitment to providing a working environment where every employee is treated equally, fairly, and without prejudice, in alignment with the Equal Employment Opportunity Policy and Management Plan.

## **RISK MANAGEMENT**

Responsible for complying with the Shire's risk management policies and procedures, and for reporting any potential risks related to operational procedures.

## **WORK HEALTH AND SAFETY**

Responsible to ensure that a safe and healthy work environment is maintained:

- Undertake duties with compliance to WHS Act 2020, WorkCover Code of Practice and Shire's Policies and Procedures.
- Working safely at all times to protect your own health and safety, and the health and safety of everyone with who you work, and any other person at the worksite.
- Actively participate in risk assessments to ensure high risk activities are identified and controlled. Suggest improvements where required.
- Identify and report workplace hazards and follow all reasonable directions from supervisors with regard to safety.
- Use personal protective equipment as directed by the employer.

## **EMPLOYMENT CONDITIONS**

- A pre-employment medical and current National Police Clearance Certificate is required.
- Signed declaration that the incumbent has read the Shire of Narembeen's Induction Manual and Employee Code of Conduct prior to the commencement of work.

## Position Details & How to Apply

If you decide to apply for this position, please include a cover letter outlining your relevant skills and experience and a copy of your resume.

The Shire is an equal opportunity employer and applies merit-based selection techniques. Please read these notes carefully as they are designed to help you understand the Shire of Narembeen's selection process.

### **Application Checklist**

Your application should include:

1. A cover letter introducing yourself
2. A current resume with the details of your experience
3. Names and contact details of at least 2 recent employment references.

### **Further Information**

For further information please contact:

Ben Forbes, Executive Manager Corporate Services

E: [bforbes@narembeen.wa.gov.au](mailto:bforbes@narembeen.wa.gov.au)

T: (08) 9064 7308

### **Closing Date**

Closing date for applications – **4:00pm Friday 15 May 2026.**

## Remuneration Information

The position will offer the following remuneration to the successful candidate:

<b>Item</b>	<b>\$28/hr</b>	<b>\$30/hr</b>
Cash Salary*	55,325	59,280
Superannuation Guarantee (12%)	6,639	7,113
Superannuation Matching (up to 5%)	2,766	2,964
Housing Allowance**	5,200	5,200
Gym Membership	200	200
Uniform Allowance	500	500
<b>Total</b>	<b>\$70,630</b>	<b>\$75,257</b>

\*Cash salary by negotiation with successful candidate

\*\* Housing allowance eligibility requirements to be met

### Annual Leave

Entitled to 4 weeks paid annual leave each year.

### RDO

Option for a Rostered Day Off by mutual agreement between the successful applicant and the Executive Manager Corporate Services.