



# APPLICATION PACKAGE

**Trainee Customer Service Officer**

**Contact:**

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Community Resource Centre Coordinator  
Shire of Narembreen  
(08) 9064 7055**

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# Advertisement



## Trainee Customer Service Officer

Offered as a 12 month Traineeship

*Friendly Working Environment*

Narembeen is a small town located in the heart of the Wheatbelt, 286km east of Perth. The town has evolved from its traditional rural history and today plays an important role within the Wheatbelt in cereal cropping, cattle and sheep production, agricultural innovation as well as support from industry such as engineering, auto works and tourism. Narembeen is a vibrant community offering high-quality infrastructure, fantastic services and endless opportunities.

Working as part of the Community Resource Centre (CRC) team, the Shire of Narembeen is seeking applications for a Trainee Customer Service Officer commencing February 2023. The CRC team is at the forefront of the Shire's community engagement, hosting events and being an active participant in the community.

The ideal applicant will be well presented, self-motivated and keen to commit themselves to a traineeship for a period of 12 months. The traineeship position will offer both on and off the job training in a wide range of administration and community development settings and will be registered with the Department of Training and Workforce Development (DTWD) Apprenticeship office and our Registered Training Organisation (RTO) offering the opportunity for structured educational programs informal mentoring from the CRC and Shire administration staff.

The position will be offered part-time at 70 hours per fortnight, working Monday – Friday. Arrangements may be made for hours to be worked flexibly, depending on the candidate.

Notable employee benefits include: \$65 a week housing allowance, Council matching of additional superannuation contributions (up to 5%) and free membership to the Narembeen community gym and aquatic centre.

An Application Package outlining duties, responsibilities, and selection criteria is available by visiting [www.narembeen.wa.gov.au/the-shire/noticeboard/employment.aspx](http://www.narembeen.wa.gov.au/the-shire/noticeboard/employment.aspx).

Confidential enquiries concerning the position can be made by contacting Kellie Mortimore, CRC Coordinator at [crcmanager@narembeen.wa.gov.au](mailto:crcmanager@narembeen.wa.gov.au) or during office hours on (08) 9064 7055.

Applications are to be submitted by 4pm Friday, 12 January 2024. Applicants are required to include a current resume and cover letter responding to the selection criteria, clearly marked "Private & Confidential – Trainee Customer Service Officer" and addressed to [emcs@narembeen.wa.gov.au](mailto:emcs@narembeen.wa.gov.au).

This position has been made possible by the Department of Primary Industries and Regionals Development – Regional Traineeship Development Program 2023-24.

# Position Description

<b>POSITION TITLE</b>	<b>Trainee Customer Service Officer</b>
<b>DIRECTORATE</b>	Corporate Services
<b>AWARD</b>	Local Government Officers' (WA) Award 2021
<b>LEVEL</b>	Level 1
<b>STATUS</b>	Part Time (70 hours per fortnight)
<b>LOCATION</b>	Shire of Narembeen Community Resource Centre, 2/19 Churchill Street, Narembeen WA 6369

## POSITION OBJECTIVES

Responsible to the Community Resource Centre Coordinator, the Trainee will provide reception services and assist with the coordination and delivery of community events and activities at the Community Resource Centre (CRC). As part of the requirements of the Traineeship, registering with the Department of Training and Workforce Development Apprenticeship office and our Registered Training Organisation will be complemented by informal on-the-job training, with the aim of upskilling the successful applicant to assist them in finding future employment opportunities.

## DUTIES AND RESPONSIBILITIES

### General

- Provide reception duties to the CRC which include answering telephone calls, making appointments, taking messages and various other tasks
- Provide secretarial support to the CRC Coordinator
- Assist the Coordinator in arranging training programs/workshops including engaging trainers, sourcing local participants, arranging catering and training venues
- Assist customers with Government Referral Services – Centrelink, ATO and Medicare
- Provide excellent customer service to walk-in clients
- Provide tourist information to visitors
- Print and distribute the local newspaper
- Manage the library including the recording, borrowing, exchanging and returning of items
- Coordinate monthly early childhood library programs
- Study and complete Traineeship
- Other duties commensurate with the position, as directed by the Community Resource Centre Coordinator.

### Work Health and Safety

- Always working to ensure own health and safety and the health and safety of others
- Undertake all relevant WHS training
- Participate in return-to-work plans when applicable
- Be aware of and report incidents and hazards
- Report any damaged or faulty equipment
- Use proper personal protective equipment, as directed.

## KEY PERFORMANCE REQUIREMENTS

As part of the Traineeship requirements, the successful applicant will be required to complete a Certificate II or III with our Registered Training Organisation by 31 December 2024.

## RELATIONSHIPS

**Reports to:** Community Resource Centre Coordinator

**Internal Liaison:** All Staff

**External Liaison:** General public, DPIRD, State Library

## EXTENT OF AUTHORITY

Operates under the direct supervision of the Community Resource Centre Coordinator.

## EQUAL EMPLOYMENT OPPORUNITY

- Treat all work colleagues equally, in a non-discriminatory manner and with consideration and respect in accordance with the Staff Code of Conduct.
- Undertake equal employment opportunity training provided by the Shire.

## 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.
- A Working with Children Check (WWC) will be required once employment has commenced.

## ACKNOWLEDGEMENT

The Shire of Narembeen acknowledges that this position is made possible through funding from the Department of Primary Industries and Regional Development – Regional Traineeship Program 23-24.

# 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 which should aim to address the selection criteria.

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.

## Position Description

Before a position is advertised, the requirements of that position are identified, and a list of duties and the selection criteria are developed. Selection criteria are the candidate qualities required to ensure that the role is performed successfully.

Our selection process is based on an assessment of merit. In other words, how well your abilities, knowledge, and skills meet the selection criteria. The most outstanding candidate will be appointed regardless of age, professional background, or status of current position.

## Application Checklist

Your application should include:

1. A covering letter introducing yourself and explaining why you are applying for the position.
2. A current resume with the details of your past employment experiences.
3. Names and contact details of at least 2 references.

To be eligible for consideration, a candidate must demonstrate that they can meet the selection criteria. The short-listing process is based on how well you demonstrate that your skills, knowledge and abilities meet the Selection Criteria.

## Further Information

For further information please contact:  
Kellie Mortimore  
Community Resource Centre Coordinator  
E: [emcs@narembeen.wa.gov.au](mailto:emcs@narembeen.wa.gov.au)  
T: (08) 9064 7055

## Closing Date

Closing date for applications – **4pm Friday, 12 January 2024.**

# Selection Criteria

## 1. Essential

- 1.1 Developed communication and customer service skills.
- 1.2 Proficient keyboard and computing skills.
- 1.3 Proven written and verbal skills. (sound knowledge of the English language including spelling, grammar and vocabulary).
- 1.4 Knowledge of the Microsoft Office Suite.
- 1.5 Demonstrated ability to work within a small dynamic team.
- 1.6 Ability to work flexibly and without supervision.
- 1.7 Experience in money handling.
- 1.8 Ability to meet deadlines and work under pressure.

## 2. Desirable

- 2.1 Competent technology skills across all mediums.

## Remuneration Information

The position will be remunerated based on the entitlements as per the Miscellaneous Award 2020 Schedule E in accordance with the Local Government Officers' (Western Australia) Award 2021. Below is a summary of the remuneration offered to a 20-year-old Year 10 graduate (final details will be confirmed with the successful candidate prior to appointment):

<b>Item</b>	
Cash Salary (\$22.42 per hour, 70 hours a fortnight)	40,804
Superannuation Guarantee (11%)	4,488
Superannuation Matching (up to 5%)	2,040
Leave loading (17.5%)	549
Housing Allowance	3,380
<b>Total</b>	<b>\$51,261</b>