



FINANCE AND CUSTOMER SERVICE OFFICER

Application Package

Contact

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FINANCE AND CUSTOMER SERVICE OFFICER

ABOUT THE ROLE

We're looking for a friendly, reliable, and detail-oriented individual to be the first point of contact for the Shire of Dowerin. As Finance and Customer Service Officer, you'll play an important front-line role in assisting community members, managing incoming enquiries, and supporting the Shire's administration team.

This full-time position is responsible for providing quality customer service, overseeing records and mail management, and supporting accounts receivable functions, including debtor management, invoicing and follow-ups. The role also includes processing Department of Transport licensing transactions and handling a range of administrative tasks such as facility bookings, banking, ranger services, and reception support. You'll be an essential part of the team, contributing to the smooth and professional operation of our corporate services.

ABOUT THE SUCCESSFUL CANDIDATE

You are approachable, well-organised and confident using a range of systems and programs. You enjoy working with people and bring a positive, can-do attitude to your work.

You have strong attention to detail and are comfortable supporting debtor management, invoicing and follow-ups, while managing multiple administrative tasks. You can prioritise effectively and maintain accurate records.

Previous experience in customer service, administration, records management or finance will be highly regarded, particularly within local government. Training will be provided for the right person with a willingness to learn.

WHAT WE OFFER

This permanent position offers employment terms and conditions in accordance with and above the *Local Government Officers' (Western Australia) Award 2021*.

ADDITIONAL DETAILS

The position description is available on the Shire's website www.dowerin.wa.gov.au, which provides an overview of the role. Confidential enquiries can be directed to Rachael Wall, Manager of Corporate Services, on 9631 1202 or via email to rachael.wall@dowerin.wa.gov.au

TO APPLY

Applications marked 'Private & Confidential - Finance and Customer Service Officer' and should be submitted via email to ceo@dowerin.wa.gov.au or can be posted to the Shire of Dowerin, PO Box 111, Dowerin WA 6461. Applications must be received by **4.00pm Monday 1 June 2026**. Late applications will not be accepted.

Note: *The recruitment process may be closed early if a suitable candidate is identified prior to the advertised closing date.*

Manisha Barthakur
CHIEF EXECUTIVE OFFICER

Please Note:

Canvassing of Councillors will disqualify. The successful applicant is required to obtain relevant police checks, pre-employment medicals and to provide evidence of all claimed qualifications prior to commencing employment

REMUNERATION

An attractive remuneration package is offered and is to be set in accordance with the *Local Government Officers' (Western Australia) Award 2021* Level Four (4) to Five (5).

Classification	Level Four (4) to Five (5)
Hourly Rate	\$31.37 - \$34.92 dependent on experience.
Annual Salary	\$61,987.12 - \$73,783.84 dependent on experience.
Industrial Allowance	As per Local Government Officers' (WA) Award 2021.
Superannuation	12% as per Superannuation Contribution Guarantee.
Leave Loading	17.5%
Housing	Housing may be negotiated by the Chief Executive Officer.
Uniform Allowance	As per Shire Policy.
Gym / Pool Membership	As Per Employee Health & Wellbeing Policy.
Probation Period	3 Months.
Base Working Hours	76 hour / 9-day fortnight.
Location	Shire Administration Office.

Industrial Agreement

Employment conditions are in accordance with the *Local Government Officers' (Western Australia) Award*.

Overtime

No overtime is payable unless you have prior approval, authorised in writing, from your supervisor.

Annual Leave - Pro Rata

The equivalent to 4 working weeks per year as per the *Local Government Officers' (Western Australia) Award 2021* with an additional 17.5% leave loading.

Personal Leave - Pro Rata

9 personal leave days per year as per *Local Government Officers' (Western Australia) Award 2021*.

Long Service Leave

As per the Local Government Long Service Leave Regulations.

Probation Period

A 3-month probationary period is applicable to this position. At the successful completion of this period your continuity will be recommended to the Chief Executive Officer for confirmation. The period of probation can be extended by the Manager for an additional period of no greater than 3 months.

Website:

The Shire website www.dowerin.wa.gov.au contains substantial information about Dowerin and the Shire.

POSITION DESCRIPTION

Finance and Customer Service Officer

Created August 2022



Department	Corporate Services
Award	<i>Local Government Officers (WA) Award 2021</i>
Level	Four (4) to Five (5)
FTE	Full Time

POSITION OBJECTIVES

- Provide high level customer service as the first point of contact (either face to face or via telephone) to Council's many and varied customers.
- Provide an efficient and effective operation of the Council's Day to day records management activities.
- Provide accurate and timely vehicle and drivers licensing information and process to the requirements of the Department of Transport.

ORGANISATIONAL RELATIONSHIPS

Reporting to:	Manager of Corporate Services
Responsible for:	Nil
Liaison with:	Shire Staff and Management Government Departments Community Members & Organisations Contractors and Suppliers

ORGANISATIONAL STRUCTURE

Refer to Appendix A.

KEY RESPONSIBILITIES

ACCOUNTS RECEIVABLE - DEBTORS

Invoice Processing

- Process invoices accurately and in a timely manner
- Apply correct coding and GST treatment
- Verify amounts against the Shire's Fees and Charges Register
- Process reimbursements in line with lease agreements and meter readings

Debtor Maintenance

- Create and maintain debtor records with supporting documentation
- Ensure accuracy and integrity of the debtor database

Debt Recovery

- Monitor outstanding debts and follow up in accordance with Shire procedures

Enquiries and Support

- Respond to debtor enquiries from internal and external stakeholders

Procedures and Compliance

- Maintain the Accounts Receivable Procedures Manual
- Provide guidance to staff to ensure consistent processes are followed.

ADMINISTRATION AND CUSTOMER SERVICE

- Provide front-line customer service and act as the first point of contact
- Manage incoming calls and direct enquiries appropriately
- Monitor and distribute the general mailbox
- Process incoming and outgoing mail, including daily lodgement with Australia Post
- Maintain records within the Information Management System (SharePoint)
- Process vehicle and driver licensing transactions in line with Department of Transport requirements
- Administer ranger services and animal registrations
- Coordinate bookings for Council facilities and grounds
- Support administration for gym and swimming pool facilities
- Complete end-of-day banking and receipt balancing
- Assist with finance filing and archiving
- Maintain office supplies and coordinate ordering
- Undertake other duties as directed by the Manager Corporate Services or Chief Executive Officer.

REQUIREMENTS OF THE JOB

ESSENTIAL

- Strong customer service skills
- Well-developed written and verbal communication skills
- High level of accuracy and attention to detail
- Proficiency in Microsoft Office applications
- Ability to manage competing priorities and meet deadlines
- Ability to work independently and within a team
- Experience in a customer service environment

DESIRABLE

- Experience in Local Government
- Knowledge of the *Local Government Act 1995 (WA)*
- Experience with SynergySoft
- Certificate III in Finance or equivalent

QUALIFICATIONS, CERTIFICATES AND LICENCES

- Current drivers' licence
- Current National Police Certificate

EXTENT OF AUTHORITY

- Operates under the general direction of the Manager Corporate Services and freedom to make decisions in accordance with policies and procedures.
- Exercises a degree of autonomy however, freedom to act is governed by role, policy and budget constraints.
- Work outcomes monitored.

CERTIFICATION

Authorised by Chief Executive Officer

Signature

Authorised by Manager of Corporate Services

Signature

Date Reviewed 24 April 2026

INCUMBENT ACKNOWLEDGEMENT

Employee

Signature

Date

APPLICANT NOTES

Thank you for your enquiry regarding the advertised position. These notes are provided to assist you in the preparation of your application and to help the selection panel judge your application amongst the others that will be received for the position.

APPLICATION

Your application should include a covering letter explaining your interest in the position, a current resume detailing your qualifications, experience and attributes for the position, and the required referees. It is essential that the information you provide is clear, concise, and relevant so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience, and qualifications to successfully carry out the duties.

REFEREES

Applicants should provide the names and contact details of **two referees** in their application. The most valuable referees will be those that can comment on work experience that is relevant to this position.

Referee details should be provided on the understanding that they may be contacted shortly after the close of applications without any prior notification to the applicant.

OTHER DOCUMENTS

It is recommended that only copies of supporting documents be enclosed with your application to avoid loss or damage to originals. Nonetheless, the organisation may ask to sight the originals later.

POLICE CLEARANCE

The successful applicant will be required to provide a current police clearance. Costs for this will be reimbursed by the Shire.

PRE-EMPLOYMENT MEDICAL

The successful applicant will be required to complete a medical questionnaire and undertake a pre-employment medical examination prior to an offer of employment being confirmed. Full documentation for the requirements of the position will be given to the Medical Practitioner prior to the examination and costs are paid for by the Shire of Dowerin. Pre-existing illness will not preclude the recruitment process.

CONTACT NUMBER

Please ensure that you provide a convenient telephone number and/or email so that you can be contacted if you are invited for an interview or there are any queries regarding your application.

WRITTEN APPLICATIONS

The organisation is pleased to accept all applications for the position and does not favour hand-written applications over typed applications, or vice versa. All applications should be neat and legible for ease of reading by the selection panel.

LATE APPLICATIONS

In fairness to all applicants, late applications cannot be received unless permission has been sought prior to the closing date.

INTERVIEWS

Interviews will be held at the Shire of Dowerin Administration Office.

CODE OF CONDUCT

Ensure professional conduct is of the highest standard in accordance with the organisation's Code of Conduct and policies as adopted and modified from time to time.

EQUAL OPPORTUNITY

The Shire maintains an equal employment opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.

APPENDIX A - ORGANISATIONAL CHART

