



## CUSTOMER SERVICE AND EVENTS OFFICER

Application Package

Contact

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# CUSTOMER SERVICE AND EVENTS OFFICER

*Full or part time position*



## **ABOUT THE ROLE**

The Shire of Dowerin is seeking a dedicated and proactive professional to join our team as a Customer Service and Events Officer. Reporting to the Coordinator – Community Development, this role supports community engagement through the delivery of social and tourism initiatives, coordination of community events, and the provision of exceptional customer service within the Dowerin Community Resource Centre.

## **ABOUT THE SUCCESSFUL CANDIDATE**

The successful candidate will possess excellent administrative and customer service skills, with the ability to efficiently manage enquiries and support a range of community programs. You will be detail-oriented and capable of delivering information professionally and effectively, whether assisting residents, coordinating events, or promoting Dowerin as a destination. Your enthusiasm for community engagement, strong communication skills, and commitment to customer service will contribute to creating a welcoming environment and positive experiences for residents and visitors alike.

## **WHAT WE OFFER**

This permanent full-time position offers attractive employment terms and conditions in accordance with, and above, the provisions of the Local Government Officers' (WA) Award 2021.

## **ADDITIONAL DETAILS**

A copy of the Position Description is available on the Shire's website at [www.dowerin.wa.gov.au](http://www.dowerin.wa.gov.au) and provides further information regarding the role.

Confidential enquiries may be directed to Manisha Barthakur, Chief Executive Officer, via email at [ceo@dowerin.wa.gov.au](mailto:ceo@dowerin.wa.gov.au) or by telephone on (08) 9631 1202.

## **TO APPLY**

Applications marked 'Private & Confidential – Customer Service and Events Officer' should be submitted via email to [ceo@dowerin.wa.gov.au](mailto:ceo@dowerin.wa.gov.au) or mailed to Shire of Dowerin, PO Box 111, Dowerin WA 6461. Applications must be received by 4.00 pm on Monday, 13 July 2026. Late applications will not be accepted.

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' (WA) Award 2021 Level Five (5)*.

Classification	Level Five (5).
Hourly Rate	\$33.50 - \$35.51 per hour
Industrial Allowance	As per Local Government Officers' (WA) Award 2021.
Superannuation	12.00% as per Superannuation Contribution Guarantee.
Probation Period	3 Months.
Base Working Hours	76-hour fortnight.
Location	Community Resource Centre -Stewart Street, Dowerin.

### **Industrial Agreement**

Employment conditions are in accordance with the *Local Government Officers' (WA) Award 2021*.

### **Overtime**

No overtime is payable unless you have prior approval, authorised in writing, from Management or Chief Executive Officer.

### **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.

The Shire website [www.dowerin.wa.gov.au](http://www.dowerin.wa.gov.au) contains substantial information about Dowerin and the Shire.

## POSITION DESCRIPTION

### Customer Service and Events Officer

Created April 2026



Department	Community Resource Centre
Award	<i>Local Government Officers' (Western Australia) Award 2021</i>
Level	Five (5)
FTE	<b>Full and Part Time employment opportunities exist for this position.</b>

## POSITION OBJECTIVES

To support Community Development and the Community Resource Centre (CRC) team in delivering a range of social initiatives, community events, tourism programs and provide high-quality customer service that foster community engagement and enhance opportunities for residents and visitors to Dowerin.

## ORGANISATIONAL RELATIONSHIPS

Reporting to:	Coordinator – Community Development
Liaison with:	CRC Team Members Shire Staff and Management, Community Members and Organisations, Stakeholders

## ORGANISATIONAL STRUCTURE

Refer to Appendix A.

## KEY RESPONSIBILITIES

### ADMINISTRATION AND MANAGEMENT

- General administration duties such as data entry, filing, processing of documents, creating purchase orders.
- Deliver positive and professional customer service to internal and external customers, via telephone, counter, or email, providing accurate information and effective assistance in a timely manner.

### CUSTOMER SERVICE

- Respond to customer enquiries in person, by telephone and via email, ensuring all interactions are handled professionally, accurately, promptly, and in accordance with confidentiality requirements.
- Deliver information sessions, training programs, and workshops to support community education and engagement.
- Provide tourism and visitor information services, maintaining a welcoming and professional customer service environment, including the presentation and monitoring of displays and promotional materials.
- Promote library services and membership to the community.
- Assist in the planning, coordination, and delivery of community events and functions.
- Support the delivery of community programs, initiatives, and services.
- Provide fee-for-service assistance to customers, including the completion of individualised administrative and support tasks.

### TOURISM

- Support and promote local tourism initiatives, attractions, and events to enhance visitation and community engagement.
- Provide tourism information and assistance to visitors, businesses, and stakeholders.
- Respond to tourism-related enquiries and contribute to the development and implementation of tourism promotion strategies and activities.

### SOCIAL MEDIA

- Manage and maintain the Shire's social media platforms, ensuring content is current, accurate, engaging, and compliant with the Shire's Social Media Policy and communication standards.
- Develop and schedule regular social media content to promote Shire services, programs, events, and community initiatives.
- Liaise with the Governance team to ensure consistency and effectiveness in the management of the Shire's communications and media content.

### SHIRE COMMUNICATIONS

- Prepare, coordinate, and distribute information through the Shire's communication channels, including newsletters, magazines, flyers, notices, and electronic publications.
- Assist in the development of communication materials to support community engagement and promote Shire activities and initiatives.
- Work collaboratively with the Governance team to ensure communications are accurate, timely, and aligned with organisational objectives.

### EVENT COORDINATION

- Coordinate key Shire events in consultation with Coordinator and Chief Executive Officer.
- Manage event planning and implementation
- Update Shire calendar with upcoming events.
- Consult with the Shire's governance team for contingency of Shire policies and regulations.

## OTHER DUTIES

- Maintain accurate records and statistical data, preparing reports for Council, funding bodies, government agencies, and other stakeholders as required.
- Contribute to continuous improvement initiatives and support the achievement of organisational objectives.
- Undertake other duties as directed by the Coordinator and Chief Executive Officer that are within the scope of the position.

## REQUIREMENTS OF THE JOB

### ESSENTIAL

- Experience with office technology including computers, internet, Microsoft Office, printers, and photocopiers.
- Working knowledge of administration or reception and office management practices.
- Excellent Customer Service skills.
- Hold a current C Class driver's license.
- Current or ability to obtain a Working with Children Check and current National Police Clearance.

Experience in a similar role is desirable.

## WORK HEALTH AND SAFETY RESPONSIBILITIES

- Actively promote safety projects and participate in Injury Management Programs as required.
- Ensure workers, contractors and volunteers have a safe place of work in which to work.
- Ensure all hazards are identified, assessed, and eliminated or controlled.

## EXTENT OF AUTHORITY

- Operates under the direction of the Coordinator - Community Development.
- Internal liaison with the Shire staff and volunteers.
- External liaison with the community, contractors, government agencies, stakeholders, suppliers, and visitors.

## EMPLOYMENT CONDITIONS

- A Pre-Employment Examination.
- Current National Police Clearance Certificate and Working with Children Card is required.
- Signed declaration that the incumbent has read the Shire of Dowerin's Induction Manual and Code of Conduct prior to the commencement of work.

## CERTIFICATION

*Authorised by* Chief Executive Officer

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*Signature*

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*Date Reviewed* 9 April 2026

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## INCUMBENT ACKNOWLEDGEMENT

*Employee*

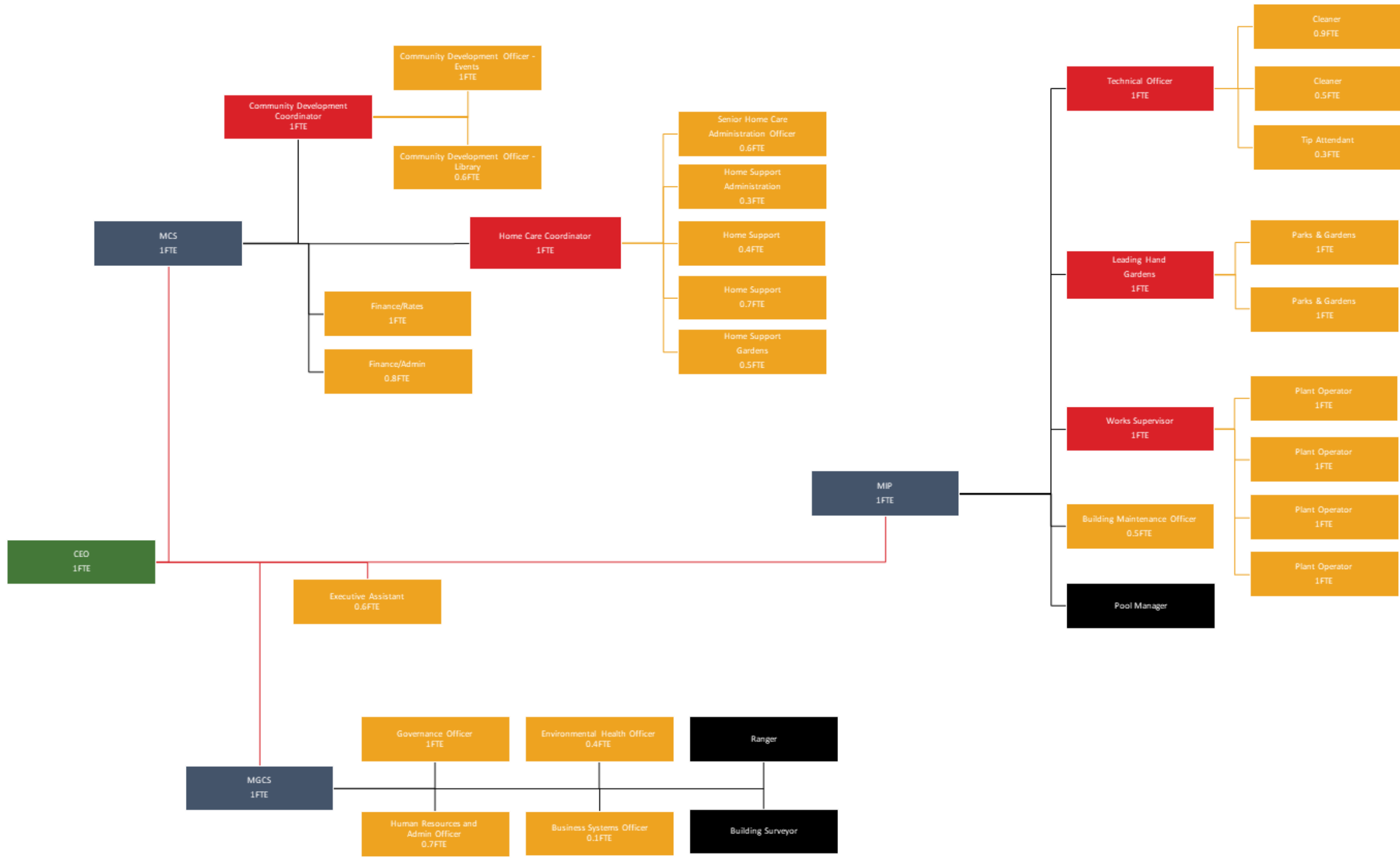
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*Signature*

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*Date*

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## 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 cover 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 perform the duties.

### REFEREES

Applicants must 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 with the understanding that they may be contacted shortly after the closure 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 see 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.