

CUSTOMER SERVICE AND  
EVENTS OFFICER - FULLTIME

Application Package

Contact

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## CUSTOMER SERVICE AND EVENTS OFFICER - FULLTIME

### ABOUT THE ROLE

We are seeking a dedicated and proactive professional to join our team as the 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 provision of high-quality customer service within the Dowerin Community Resource Centre.

### ABOUT THE SUCCESSFUL CANDIDATE

The successful applicant will bring strong administrative and customer service skills, with the ability to efficiently manage enquiries and support community programs. You will be detail-oriented and confident in delivering information professionally, whether assisting residents, coordinating events, or promoting Dowerin as a destination. Your enthusiasm for community engagement and effective communication will contribute to a welcoming environment and positive community experiences.

### WHAT WE OFFER

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

### ADDITIONAL DETAILS

The position description is available on the Shire's website [www.dowerin.wa.gov.au](http://www.dowerin.wa.gov.au), which provides an overview of the role. Confidential enquiries can be directed to Manisha Barthakur, Chief Executive Officer via [ceo@dowerin.wa.gov.au](mailto:ceo@dowerin.wa.gov.au), or by phone on 08 9631 1202.

### TO APPLY

Applications marked 'Private & Confidential – Customer Service and Events Officer' and should be submitted via email to [ceo@dowerin.wa.gov.au](mailto: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 Friday 1 May 2026. Late applications will not be accepted.

Manisha Barthakur  
CHIEF EXECUTIVE OFFICER

#### Please Note:

- Canvassing of Councilors 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.
- This role might be closed earlier than specified closing date if a suitable candidate is found during recruitment process.
- Your resume and cover letter might be stored in Shire's pool of applications for future roles. If you don't wish to be a part of the pool, please inform HR.

## 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	As per Superannuation Contribution Guarantee.
Allowances	Free Gym Pass
Probation Period	3 Months.
Base Working Hours	76-hour fortnight.
Other Benefits	<ul style="list-style-type: none"><li>• Novated Lease Option (Salary packaging for Vehicles)</li><li>• Professional Development Opportunity</li><li>• Additional Rostered Day off Fortnightly (9 Day working arrangement)</li></ul>

### 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.

Website:

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 - Fulltime

Created April 2026

Department	Community Resource Centre
Award	<i>Local Government Officers' (Western Australia) Award 2021</i>
Level	Five (5)
FTE	FULLTIME

### POSITION OBJECTIVES

To assist the Community Development and Community Resource Centre (CRC) team in delivering community events, social and tourism initiatives, and high-quality customer service that enhances community engagement and meets the needs of the Dowerin community.

### 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 queries in person, over the phone via email, ensuring all interactions are managed with professionalism, timeliness, and accurate manner. Ensuring customer confidentiality is maintained.
- Provide information sessions, training, and workshops for community.
- Provide tourist and visitor information services. Maintain a professional customer service area including monitoring of displays and promotional material.
- Promote services and membership of the library.
- Participate in the coordination of community functions and events.
- Participate in delivery of community programmes and services.
- Provide Fee for Service for customers (individualised jobs).

### TOURISM

- Perform duties related to tourism and promotion of the town through various activities.
- Responding to stakeholders' enquiries and implementing tourism strategies.

### SOCIAL MEDIA

- Manage, update and regularly post content across social media platforms in line with the Shire's Social Media Policy and best practice guidelines.
- Develop engaging and relevant content to promote events, services, and community initiatives.

### SHIRE COMMUNICATIONS

- Prepare, coordinate and distribute information through official Shire communication channels, including magazines, flyers, and the Despatch.
- Liaise with the Shire's Governance team to ensure all communications are accurate, consistent, and compliant with Shire policies.

### 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

- Record daily statistics and report to Council, DPIRD and all other stakeholders as, and when required.
- Other duties as directed by the Coordinator and Chief Executive Officer.

## REQUIREMENTS OF THE JOB

### ESSENTIAL

- Demonstrated experience using office technology, including computers, internet, Microsoft Office, printers, and photocopiers.
- Working knowledge of administrative, reception, and general office management practices.
- Well-developed customer service skills.
- Current C Class Driver's Licence.
- Current (or ability to obtain) Working with Children Check and National Police Clearance.

Experience in a similar role is desirable.

## WORK HEALTH AND SAFETY RESPONSIBILITIES

- Actively support and promote workplace health and safety initiatives, including participation in Injury Management Programs as required.
- Contribute to maintaining a safe work environment for workers, contractors, volunteers, and the public.
- Identify hazards and report risks in accordance with Shire policies and procedures, assisting in implementing appropriate controls.

## EXTENT OF AUTHORITY

- Works under the direction of the Coordinator - Community Development.
- Liaises internally with Shire staff and volunteers.
- Liaises externally with community members, contractors, government agencies, stakeholders, suppliers, and visitors.

## EMPLOYMENT CONDITIONS

- Completion of a Pre-Employment Medical Examination.
- Current National Police Clearance and Working with Children Check (or ability to obtain).
- Signed declaration confirming the incumbent has read and understood the Shire of Dowerin's Induction Manual and Code of Conduct prior to commencement.

### CERTIFICATION

*Authorised by* Chief Executive Officer

*Signature*

*Date Reviewed* 9 April 2026

### INCUMBENT ACKNOWLEDGEMENT

*Employee*

*Signature*

*Date*

## APPLICANT NOTES

Thank you for your interest in the advertised position. These notes are provided to assist you in preparing your application and to help the selection panel assess all applications received.

### APPLICATION

Your application should include:

- A cover letter outlining your interest in the position
- A current resume detailing your qualifications, experience, and relevant skills
- The names and contact details of two referees

Please ensure the information you provide is clear, concise, and relevant, enabling the selection panel to effectively assess your suitability. It is your responsibility to demonstrate your understanding of the role and your ability to perform the required duties.

### REFEREES

Applicants are required to provide the names and contact details of two referees. Referees should be able to comment on your relevant work experience.

Referees may be contacted shortly after the closing date without prior notice.

### OTHER DOCUMENTS

Please provide copies of supporting documentation only, as originals may not be returned. Original documents may be requested at a later stage.

### POLICE CLEARANCE

The successful applicant will be required to provide a current National Police Clearance. Costs will be reimbursed by the Shire.

### PRE-EMPLOYMENT MEDICAL

The successful applicant will be required to complete a medical questionnaire and undergo a pre-employment medical examination prior to confirmation of employment.

Relevant documentation outlining the requirements of the position will be provided to the medical practitioner. Costs associated with the medical will be covered by the Shire of Dowerin. Pre-existing conditions will not preclude the recruitment process

### CONTACT NUMBER

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

### WRITTEN APPLICATIONS

The organisation welcomes both handwritten and typed applications and does not give preference to either format. To assist the selection panel, all applications should be neat, clear, and legible.

### 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 Dowerin Community Resource Centre or The Shire of Dowerin Administration Office.

### CODE OF CONDUCT

Employees are expected to maintain a high standard of professional conduct in accordance with the Shire's Code of Conduct and relevant policies.

### EQUAL OPPORTUNITY

The Shire of Dowerin is committed to providing an inclusive, Equal Opportunity workplace and a smoke-free environment.