

CUSTOMER SERVICE AND
EVENTS OFFICER
Application Package

Contact
Manisha Barthakur
ceo@dowerin.wa.gov.au
(08) 9631 1202





CUSTOMER SERVICE AND EVENTS OFFICER

ABOUT THE ROLE

We are looking for a dedicated, proactive professional to join our team as the Customer Service and Events Officer. Reporting to the Coordinator – Community Development, this role supports community engagement by delivering social and tourism initiatives, facilitating community events, and providing exceptional customer service within the Dowerin Community Resource Centre.

ABOUT THE SUCCESSFUL CANDIDATE

You bring excellent administrative and customer service skills, efficiently managing enquiries and assisting with community programs. You're detail-oriented and skilled in delivering information with professionalism, whether assisting residents, coordinating events, or promoting Dowerin as a destination. Your enthusiasm for community support and effective communication will help foster a welcoming environment and contribute to 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, which provides an overview of the role. Confidential enquiries can be directed to Manisha Barthakur, Chief Executive Officer via 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 or can be posted to the Shire of Dowerin, PO Box 111, Dowerin WA 6461. Applications must be received by **4.00pm Monday 2 December 2024**. 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).
Annual Salary	\$34,320 per annum.
Hourly Rate	\$33.00 per hour.
Industrial Allowance	As per Local Government Officers' (WA) Award 2021.
Superannuation	11.00% as per Superannuation Contribution Guarantee.
Leave Loading	17.5%
Housing	Housing as determined by the CEO.
Uniform Allowance	As per Shire Policy.
Gym / Pool Membership	As Per Employee Health & Wellbeing Policy.
Probation Period	3 Months.
Base Working Hours	40-hour fortnight.
Location	Dowerin Community Resource Centre - 13 Stewart St, 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 the Chief Executive Officer.

Annual Leave – Pro Rata

20 annual leave days per year as per the *Local Government Officers' (WA) Award 2021* with an additional 17.5% leave loading.

Personal Leave – Pro Rata

10 personal leave days per year as per *Local Government Officers' (WA) 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

Customer Service and Events Officer

Created October 2024



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

POSITION OBJECTIVES

To assist the Community Development and Community Resource Centre (CRC) team to deliver a range of the social initiatives, community events, tourism initiatives and provide customer service that are relevant to community engagement and initiatives for the people of 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 queries in person, over the phone via email, ensuring all interactions are managed with professionalism, timeliness, and accurate manner. Ensure 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 display and promotional material.
- Promote 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 regular posting of information through social media platforms guided by social media policy of the Shire and best practices.
- Consult with the Shire's governance team for content management of the Shire media & communications.

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

- Experience with office technology including computers, internet, Microsoft Office, printers, and photocopiers.
- Working knowledge of administration or reception and office management practices.
- 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

Signature

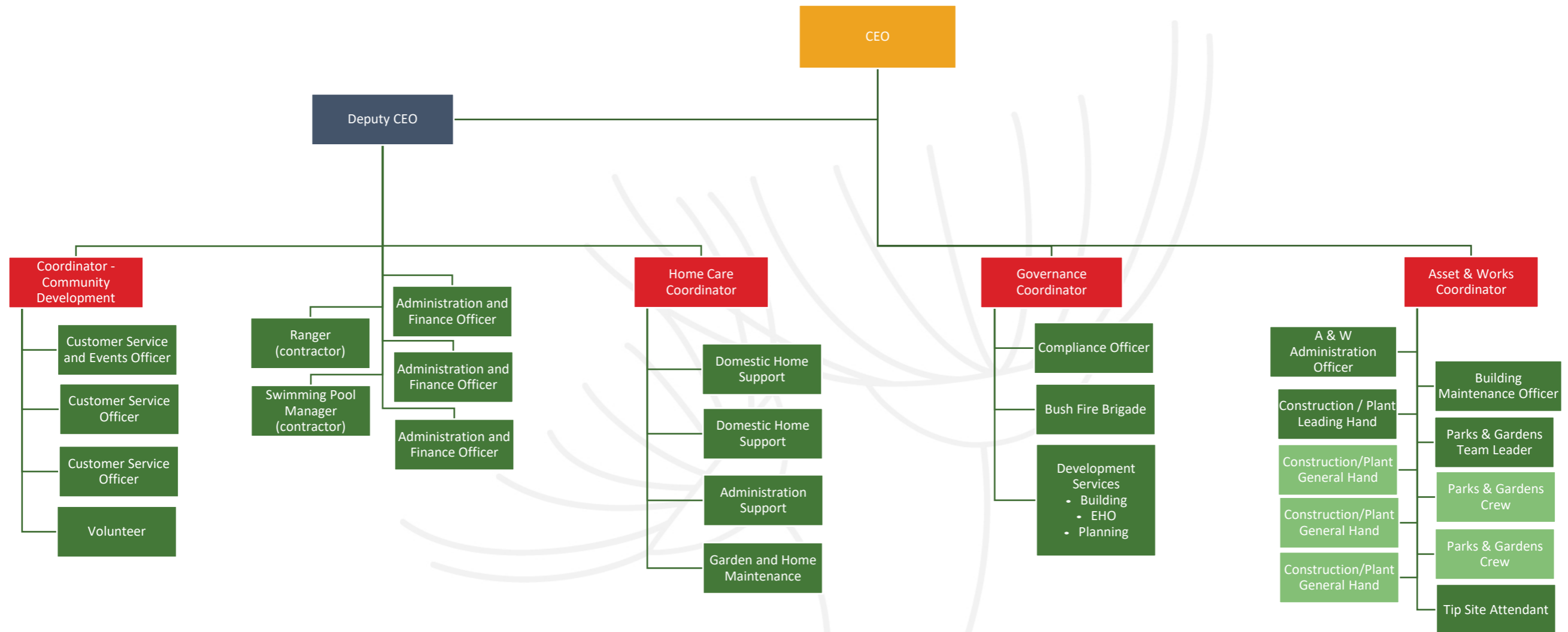
Date Reviewed 24 October 2024

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 perform 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.