



Customer Service Officer

Application Information

About your application

Applications must include a cover letter and resume, including the phone numbers of two (2) referees, and be submitted in any of the ways stated on the advertisement.

The cover letter should outline your desire for the role and why you feel you would be a successful candidate.

Applications received after the advertised closing date will not be considered in the initial selection process however may be used if no candidate is successful.

Referees and References

It is recommended you advise your referees you have nominated them on your application.

The referees you nominate should be able to comment on your recent work experience.

These referees will be contacted in the event you are the preferred applicant.

Resume

Your resume should provide personal details (e.g., name, address, and contact phone number), relevant work history, education, training courses attended, qualifications, and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates / period of employment.

In the description of history, give a brief summary of the duties and responsibilities for each of the positions.

Qualifications and Other Documents

Certain positions require tertiary qualifications or specific certificates.

It is recommended only copies of qualifications and other document be included with your application so as to avoid loss or damage to the originals.

You may be required to present the originals at a later time.

Further Information

If you require further information in relation to this position, please contact the nominated person included on the advertisement on 08 9888 1005.

Additionally, the Shire website contains information about the district and the communities within it (www.wickepin.wa.gov.au).

Medical Examination

The preferred applicant may be requested to undertake a pre-employment medical, including substance and alcohol screening, which will be covered by the Shire.

Any offer of employment will be conditional upon the applicant being assessed as fit for the proposed employment.

Police Clearance

The preferred applicant will be required to provide a recent National Police Clearance, not more than three (3) months old, which will be covered by the Shire.

Any offer of employment will be conditional upon the applicant being assessed against the Police Clearance.

Eligibility to Work in Australia

The preferred applicant will be required to demonstrate eligibility to work in Australia and will be required to undergo an identity check.

Any offer of employment will be conditional upon the applicant being suitably identified and demonstrating eligibility to work in Australia.

Policies and Procedures

The successful applicant is required to comply with all policies and procedures of the Shire, including policies, practices, standards, specifications, instructions, and procedures.

Additionally, the successful applicant will be required to abide by the Shire's Code of Conduct, as amended from time-to-time.

Workplace Health and Safety

The successful applicant must take appropriate steps during the course of employment to ensure the safety of themselves and others are not compromised.

This includes complying with safety legislation and Shire policies.

Reliance on Qualifications

The successful applicant acknowledges and warrants –

- The Shire has relied on the qualifications and experience set out in the application for employment and related documents, and
- The correctness of all information contained in the application and those documents.

Probation Period

A standard probationary period of six (6) months will apply to this position primarily to give time to assess the incumbent's knowledge of, and suitability to, the role.

Other Conditions of Employment

All other conditions of employment are in accordance with the *Local Government Industry Award 2020*.

Equal Opportunity

The Shire of Wickepin is an equal opportunity employer.