



# **Customer Service Officer**

Full Time

Application Package  
January 2026



Full Time  
Package from \$69,554

The position supports the efficient functions of the Finance and Administration Services of the Shire of Wickepin through the provision of frontline customer services, Department of Transport licencing services, and other general administrative support.

- Have sound communication and public relations skills,
- Be competent in the use of Microsoft Word and Excel,
- Hold a current C class driver's licence, and
- Be experienced in a similar role (desirable) or can demonstrate transferable skills.

- A cover letter outlining your desire for the role and why you feel you would be a successful candidate, and
- A copy of your current resume, inclusive of at least two (2) referees.

Applications, clearly marked “**Private and Confidential – Application for Customer Service Officer Position**” can be delivered by –

- Mail to Shire of Wickepin, PO Box 19, Wickepin WA 6370,
- Hand to Shire of Wickepin, 77 Wogolin Road, Wickepin WA 6370, or
- Email to [eso@wickepin.wa.gov.au](mailto:eso@wickepin.wa.gov.au).

The Shire of Wickepin is an equal opportunity employer.

David Burton  
Chief Executive Officer  
Shire of Wickepin



# **Customer Service Officer**

## **Position Description**

# **1 Title**

- Customer Service Officer

# **2 Level and Award**

- Level 3 – Local Government Industry Award 2020

# **3 Department – Section**

- Finance and Administration Services

# **4 Location**

- Administration Centre

# **5 Position Summary**

- Support the efficient functions of the Finance and Administration Services of the Shire of Wickepin through the provision of frontline customer services, Department of Transport licencing services, and other general administrative support.

# **6 Key Duties and Responsibilities**

## **6.1 Frontline Customer Services**

- Provide consistent, quality and efficient customer service to all customers (telephone, in-person, and electronic).
- Receive general public enquiries and provide information, documents, and statutory forms.
- Receive and reconcile funds received over the front-counter and through the mail, prepare bank deposits, and deposit funds received with the bank.
- Process cat and dog registrations, including maintaining associated registers, and generating renewal notices.
- Process burial and internment applications, including maintaining associated registers, and liaising with funeral directors.
- Process facility hire applications, including maintaining associated registers and the distribution, and collection, of access keys.

## **6.2 Department of Transport Licencing Services**

- Process driver's licence and vehicle renewal applications.
- Process licence plate changes, including maintaining licence plate stock holdings.
- Provide general advice regarding Department of Transport licencing services.
- Oversee Computerised Theory Tests for learner drivers.
- Other Department of Transport licencing services consistent with the level of this position.

### **6.3 General Administrative Support**

- Maintain stationery and other office supplies for the Shire Administration Office.
- Collect, record, distribute, and file incoming mail and emails.
- Prepare, record, and deliver outgoing mail to the mail service supplier.
- Manages organisational records, ensuring all documents from staff are accurately filed from the central filing tray.
- Maintain the Shire of Wickepin Key Register and Key Board.
- Receive and reconcile Shire housing rental payments.
- Update Shire social media platforms.
- Maintain and record documentation contained on Shire Public Notice Boards.
- Prepare and tidy Council Chambers in readiness for meetings.
- Responsible for organising and maintaining kitchen.
- Any other duties consistent with the level of this position, as required.

## **7 Relationships**

### **7.1 Reports To**

- Deputy Chief Executive Officer

### **7.2 Direct Reports**

- Nil

### **7.3 Internal Relationships**

- Inside employees
- Outside workforce

### **7.4 External Relationships**

- Community groups
- Ratepayers and residents
- Business organisations
- Government departments
- Other local governments

## **8 Extent of Authority**

- Responsible for the completion of regularly occurring tasks with general guidance on a daily basis.

## **9 Qualifications, Training and Experience**

- No formal qualifications required.
- Experience in a similar role is desired.
- Completion of high school certificate, vocational, or tertiary qualifications desirable.
- Current C class driver's licence.

- Recent police clearance.

## 10 Role Requirements

- Developed typing and word processing skills.
- Developed time management and organisational skills.
- Developed knowledge of the English language, including spelling, grammar and vocabulary.
- Sound communication and public relations skills.
- Sound numeracy knowledge.
- Working knowledge of MS Suite applications (primarily Word and Excel).
- Working knowledge of local government, the local area, and the community.
- Operational knowledge of the IT Vision's SynergySoft Local Government Software System.
- Commitment to ongoing personal and professional development.

## 11 Additional Information

- 38-hour working week (8:30am to 5:00pm, Monday to Friday).
- ½ hour lunch break
- Monthly Rostered Day Off, which is to be taken in line with the established roster system.
- Irregular hours outside of normal work hours, paid as overtime, may occur.
- Completion and acknowledgement of required employee induction processes.

## 12 Agreement

- |  |              |
|--|--------------|
| • Employee Name                              | [vacant]     |
| • Employee Signature and Date                | _____        |
| • Chief Executive Officer                    | David Burton |
| • Chief Executive Officer Signature and Date | _____        |

## 13 Review History

- |                     |                      |           |
|---------------------|----------------------|-----------|
| • 25 September 2010 | Reviewed and updated | M Hook    |
| • 22 August 2017    | Reviewed and updated | M Hook    |
| • 27 April 2023     | Reviewed and updated | N Cain    |
| • 24 April 2024     | Reviewed and updated | E Clement |
| • 14 January 2025   | Reviewed and updated | E Clement |
| • 25 November 2025  | Reviewed and updated | E Clement |
| • 12 January 2026   | Reviewed and updated | E Clement |



# **Customer Service Officer**

## **Remuneration Package**

Position	Customer Service Officer
Department	Finance and Administration Services
Section	Administration
Position Classification	Level 3 – Local Government Industry Award 2020
Employment Type	Full Time
Location	Wickepin

Package Component, per annum	
Salary *	\$54,755
Over Award Allowance *	\$4,940
Leave Loading (17.5%)	\$804
Superannuation (12.0%)	\$7,230
Matching Superannuation (1.0%) **	\$605
Vehicle Provision	Not applicable
Telephone Allowance	Not applicable
Uniform Allowance	\$600
Retention Payment	\$500
Swimming Pool Access	\$120
Rostered Days Off	1 per month
<b>Total</b>	<b>\$69,554</b>

\* The package is calculated on a full time wage of 76 hours per fortnight for a full year.

\*\* Employees must make a matching contribution to be eligible.

\*\*\* Payable pro rata from start date and employment status - at the discretion of the CEO