



Customer Service Officer

Full Time or Traineeship

Position Description
March 2026



Customer Service Officer

Full Time or Traineeship
Level 3 – Level 4

Shire of Wickepin LGIA 2020 Industrial Agreement

Depending on Qualifications and Experience

An opportunity exists for an enthusiastic, self-motivation person to fill the position of Customer Service Officer at the Shire of Wickepin on a permanent basis or traineeship.

You will provide effective and professional reception service for staff, visitors and callers to the Shire and efficient administrative support relating to records management and facilities.

The Shire of Wickepin is an equal opportunity employer who actively promotes training and development.

For information on how to apply, please contact the Shire Office on 9888 1005 or email dceo@wickepin.wa.gov.au. Details are also available on the Shire of Wickepin website www.wickepin.wa.gov.au.

Closing date: Friday 20 March 2026. Applications for this position can be emailed to dceo@wickepin.wa.gov.au or posted to the below address. Applications are open until a suitable pool of candidates is received. This means the vacancy may close without notice. If you are interested in this position, we highly recommend you apply as soon as possible.

David Burton
Chief Executive Officer
Shire of Wickepin
PO Box 19
Wickepin 6370 WA



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 _____
- Employee Signature and Date _____
- Chief Executive Officer David Burton
- Chief Executive Officer Signature and Date _____

13 Review History

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|---------------------|----------------------|-----------|
| • 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
Total	\$69,554

* 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