



Shire of
Bridgetown-Greenbushes
The heart and soul of the South West

RECRUITMENT INFORMATION PACKAGE

Customer Service Support - Library

CASUAL

Applications will be accepted until Close of Business on **Friday 27th February 2026**

Enclosed is the following information to assist you in applying for the abovementioned position with the Shire of Bridgetown-Greenbushes.

- Copy of the advert calling for applications
- Position Description
- Information for Prospective Applications - includes information on how to submit an application.

If you have any queries regarding the position please contact Careers on (08) 9761 0807 or via email to careers@bridgetown.wa.gov.au.

VACANCY

Customer Service Support - Library

CASUAL

Come and join the Shire of Bridgetown-Greenbushes team in our Library. Play an integral part in the operations and smooth running of our beautiful facility.

Why Join Us?

The Shire of Bridgetown-Greenbushes values innovation, collaboration and community.

At the Shire of Bridgetown-Greenbushes, we live our values:

- Welcoming – We foster inclusion and approachability
- Community Minded – We work collaboratively with and for our people
- Creative – We seek better ways through innovation
- Sustainable – We consider the future in every decision
- Cost-Effective & Accountable – We ensure value for our community

Applicants need to provide a resume and cover letter addressing the Selection Criteria in the Information Package.

Applications close on Friday 27th February 2026.

POSITION DESCRIPTION

- 1. POSITION TITLE** Customer Services Support (Casual)
- 2. DEPARTMENT** Corporate, Economic and Community Development
- 3. AWARD COVERAGE** Level 3/4 of the Local Government Officers' (Western Australia) Award 2021 and applicable Shire of Bridgetown-Greenbushes Enterprise Agreement

4. POSITION OBJECTIVE:

To provide efficient and excellent customer service to all customers. Provide appropriate work relief to other team members and assist the Library Coordinator as directed.

Requirements of the Position:

Skills

- Developed written and verbal communication skills
- Developed numeracy and literacy skills
- Effective time management and organisational skills
- Developed keyboard and computer literacy skills
- Demonstrated ability to exercise initiative and sound judgment
- Developed interpersonal and customer service skills with an ability to interact positively with a diverse range of people
- Ability to work under pressure
- Demonstrated ability to work successfully in a team-based environment

Knowledge

- Developing knowledge of customer service techniques and protocols
- Knowledge of operating cash register

Experience

- Not essential but experience in a Library would be desirable

Qualifications

- Completion of Year 10 or equivalent

5. KEY DUTIES AND RESPONSIBILITIES

- Provide friendly, welcoming and professional customer service
- Process memberships, loans, and library materials
- Maintain membership records
- Update financial records and operate cash register
- Sort and shelve library resources and maintain shelf order
- Answer information enquiries including online searches

WORK, HEALTH AND SAFETY

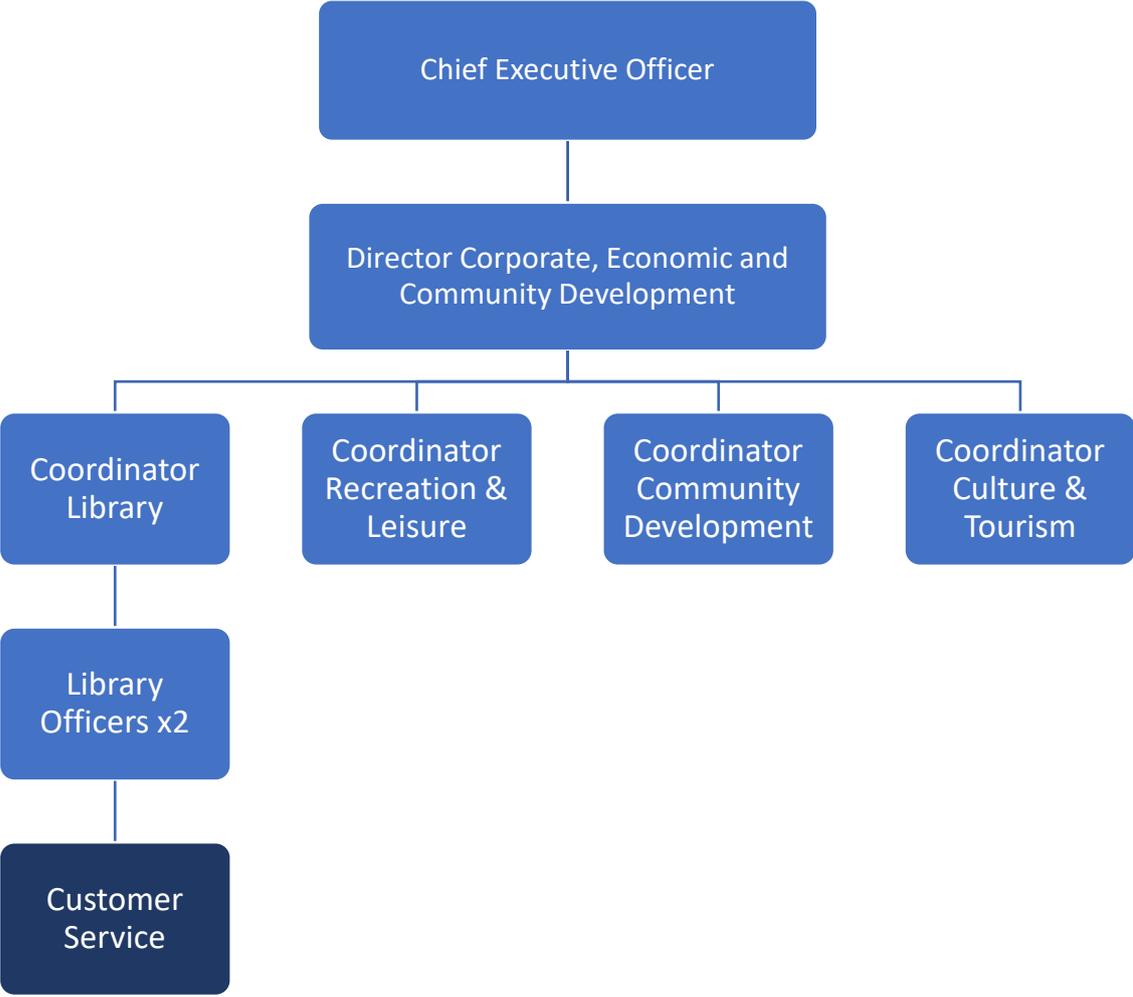
- Ensure compliance with WHS legislation and Council policies, promoting a culture of work health and safety within the team and escalating significant issues to the Community Development Coordinator
- Report all accidents, incidents and hazards.
- Conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant.
- Eliminate and control hazards in the workplace using the hierarchy of controls.
- Complete required training to ensure all tasks are carried out in a manner to protect the safety of yourself, your colleagues and the general public.

6. ORGANISATIONAL RELATIONSHIPS

Responsible to: Coordinator Library

Internal liaison: Other library staff

External liaison: Engages with the Department of Local Government, auditors, legal advisors, WALGA, and other external stake holders as required.



INFORMATION FOR PROSPECTIVE APPLICANTS

Thank you for your interest in the position advertised by the Shire of Bridgetown-Greenbushes. To assist you in submitting your application, please take the time to read the following information.

Equal Employment Opportunity

The Shire of Bridgetown-Greenbushes is an equal opportunity employer. All applications for a position will be assessed against the criteria included in the Position Description.

Completing your Application

Your application should include the following:

1. A **covering letter** stating why you are applying for the position.
2. A **resume or curriculum vitae** which includes your relevant personal details, qualifications, work history, education 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 your work history give a brief summary of the duties and responsibilities for each of the positions.
3. The **names and contact details of at least two (2) referees** should be included in your resume or curriculum vitae. Referees may be contacted to verify your claims in relation to your prior work performance. **DO NOT SUBMIT ORIGINAL COPIES OF REFERENCES.**
4. **Photocopies of your qualification(s) or academic records** of current studies should be attached to your application. **DO NOT SUBMIT ORIGINAL CERTIFICATES OF YOUR QUALIFICATIONS OR ACADEMIC RECORDS.**

Please note all applications received will become the property of the Shire of Bridgetown-Greenbushes and cannot be returned to unsuccessful applicants.

Lodging your Application

Applications will be accepted via email to careers@bridgetown.wa.gov.au or via Seek

Queries

If you have queries with regards to completing your application, please contact Careers on (08) 9761 0807 or careers@bridgetown.wa.gov.au

For information on the Shire of Bridgetown-Greenbushes, visit our website www.bridgetown.wa.gov.au