



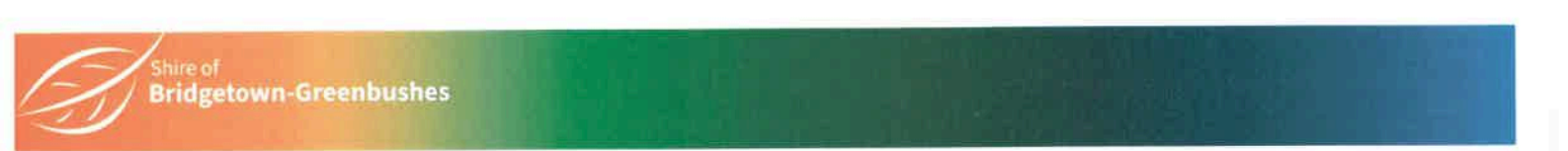
Shire of  
**Bridgetown-Greenbushes**  
*The heart and soul of the South West*

# **INTERNAL RECRUITMENT INFORMATION PACKAGE**

## **CUSTOMER SERVICE ADMINISTRATION OFFICER**

**FULL TIME**

Applications will be accepted until Close of Business on Friday 11 April 2025.



## CUSTOMER SERVICE ADMINISTRATION OFFICER FULL TIME

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  
*(Note this document contains the selection criteria for the position)*
- Information for Prospective Applications - includes information on how to submit an application.

If you have any queries regarding the position please contact Sarah Alexander, Manager Human Resources on (08) 9761 0807 or via email to [sealexander@bridgetown.wa.gov.au](mailto:sealexander@bridgetown.wa.gov.au).

A handwritten signature in blue ink, appearing to read "Arthur Kyron", is positioned above the name of the Chief Executive Officer.

Athanasios (Arthur) Kyron  
CHIEF EXECUTIVE OFFICER (TEMP)

## VACANCY

### CUSTOMER SERVICE/ADMINISTRATION OFFICER

#### FULL TIME

The Shire of Bridgetown-Greenbushes is looking for an enthusiastic and suitably qualified Customer Service / Administration Officer to join the Corporate Services team.

Reporting to the Senior Rates Officer, this role offers an exciting opportunity to ensure professional customer service is provided to the public in the Shire. As the successful candidate, you will provide customer services and administrative support within the Corporate Services Department.

To be successful, you will be expected to possess the required level of skills and experience to fulfil this role. You will have demonstrated practical experience working in a fast-paced environment, serving customers efficiently and providing administrative support to internal staff.

The Shire offers additional Superannuation contributions, discounted Gym membership, flexible working hours and a family friendly environment.

Dependant on skills and experience of the successful applicant, the position is offered between a level 2.1 and 4.1 of the Local Government Officers' (WA) Award 2021 and the Shire of Bridgetown-Greenbushes (Administration) Employee Collective Agreement 2023, with a total annual salary package of between \$57,000 and 69,005.

The Shire is an equal opportunity employer and encourages suitable applicants from all genders, cultures and identities.

### HOW TO APPLY

The Recruitment Information Package for this position can be downloaded from the Shire's website <https://www.bridgetown.wa.gov.au/council/work-with-us.aspx> or obtained by emailing [careers@bridgetown.wa.gov.au](mailto:careers@bridgetown.wa.gov.au).

Your confidential application must be addressed to the Chief Executive Officer, Shire of Bridgetown-Greenbushes, and be received by close of business, **Friday 11 April 2025**.

Applications will be accepted via:

Email to [careers@bridgetown.wa.gov.au](mailto:careers@bridgetown.wa.gov.au),

In person to the Shire Administration building located at 1 Steere St, Bridgetown,

Mail to PO Box 271, Bridgetown 6255

**NOTE:** Late applications will not be accepted, therefore you are encouraged to submit your details early.



# POSITION DESCRIPTION

1. **POSITION TITLE**                      **Customer Service / Administration Officer**

2. **DEPARTMENT**                        **Corporate Services**

3. **AWARD COVERAGE AND CONDITIONS**

- Local Government Officers’ (WA) Award 2021
- Shire of Bridgetown-Greenbushes (Administration Staff) Collective Agreement 2023, level 2.1 - 4.1.
- FTE – Full time

4. **POSITION OBJECTIVES**

**Core Objectives/Functions of Position**

- Deliver high standard customer service via Shire’s front counter reception and telephone in accordance with Shire’s Customer Service Charter
- Undertake cashiering and Department of Transport licensing agency services.

**Within Department**

- Ensure that the core functions are carried out efficiently and effectively.

**Within the Organisation**

- Ensure a professional and amicable work environment while providing a helpful, efficient and courteous service to other Officers, Councillors and the general public.

5. **OUR VALUES**

We conduct ourselves in line with the values that the local community cares deeply about. Employees are to demonstrate behavior consistent with these values:

- |  |   |
|--|---|
| 1. <b>Welcoming</b> , friendly and inclusive.  | 4. <b>Sustainable</b> and resilient, carefully considering our options and making balanced choices to care for our community, planet and economy. |
| 2. <b>Community minded</b> , showing respect, understanding and compassion for others, and working collaboratively with people in the local community for better outcomes. | 5. <b>Cost effective</b> and accountable, providing good value for money  |
| 3. <b>Creative and innovative</b> , being open to new ways of doing things.  |   |

## 6. KEY DUTIES & RESPONSIBILITIES

### 1.1.1

#### Administration

- Perform routine office duties as directed by the Senior Rates Officer
- Presenting a professional image, attend to council's phone and counter enquiries and as required provide the public with up-to-date and factually accurate information in a timely, efficient and friendly manner
- Assist with maintaining the registers for bookings of various council facilities
- Assist with the maintenance and allocation of information brochures and notices on Shire notice boards and information stands
- Ensure outward mail is recorded and posted on a daily basis
- File Shire records as per the Record Keeping Plan
- Perform Shire Flag Marshal duties (as required)

#### Financial

- Undertake daily receipting of Shire transactions
- Perform vehicle and driver license functions on behalf of the Department of Transport
- Perform end of day receipt balancing and banking procedures
- Assist accounts payable including; printing, collating, distributing and data entry
- Assist with update of bank reconciliation entries
- Assist with processing of licensing vouchers
- Assist with other finance and administration functions as required and/or directed
- Receive, investigate and report on requests and general queries on Infrastructure related matters.
- Successfully manage relationships with key stakeholders including other government agencies, contractors, members of the public, and internal parties.
- Create and capture records of work activities in line with policies and procedures.
- Contribute to a team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development.
- Other reasonable duties commensurate with level of responsibility and skills.

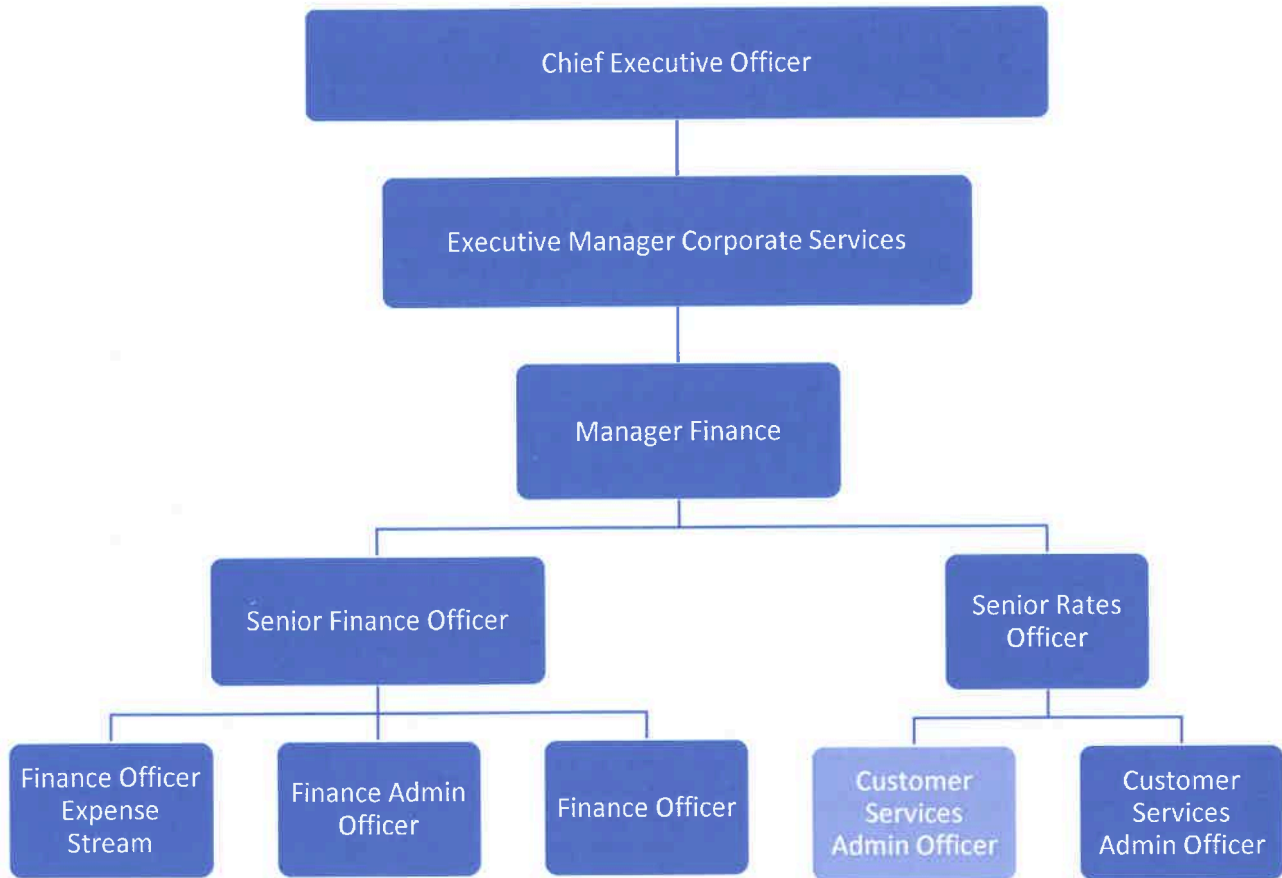
### 1.1.2 Work Health & Safety

- Ensure compliance with WHS legislation and Council policies, promoting a culture of work health and safety within the team and escalating significant issues to Executive Leadership Team where necessary
- 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.

## 7. ORGANISATIONAL RELATIONSHIPS

<b>Reporting to:</b>	Senior Rates Officer
<b>Supervision of:</b>	Nil
<b>Internal:</b>	All Staff
<b>External:</b>	Government Departments Members of the public

## Guests and Visitors



## 8. EXTENT OF AUTHORITY

Operates under the supervision of the Senior Rates Officer within the limits of statutory requirements, Council policies and delegated authority.

## 9. POSITION REQUIREMENTS / SELECTION CRITERIA

### 1.1.3 Skills and Experience

Desirable	Essential	
-	✓	Developed public and customer relations skills
-	✓	Sound organisational and time management skills
-	✓	Developed written and verbal communication skills
-	✓	Considerable computer literacy and proficiency in Microsoft Office Suite
✓	-	Ability to work well under pressure by managing difficult situations and applying conflict resolution skills
✓	-	Knowledge of functions of a Local Government authority
✓	-	Experience with Department of Transport's TRELIS software system
-	✓	Knowledge and understanding of Occupational Safety and Health obligations.

## General Physical Requirements

Assessment of employee fitness to successfully perform the essential functions of the position will include consideration of the following requirements:

	Mainly	Frequently	Occasionally	N/A		Mainly	Frequently	Occasionally	N/A
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Climb/Balance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Crouch/Kneel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Talk/Hear	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handle	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Taste/Smell	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

At all times while performing the duties of the position, the employee is required to undertake those duties in accordance with safe work practices.

## 10. SIGNATURES

I, THE UNDERSIGNED, CONFIRM I HAVE READ THE POSITION DESCRIPTION, UNDERSTAND ITS CONTENT, AND AGREE TO BE EMPLOYED IN ACCORDANCE WITH THE REQUIREMENTS AS DETAILED IN THIS POSITION DESCRIPTION.

I ACKNOWLEDGE THE POSITION DESCRIPTION PROVIDES A GENERAL OVERVIEW OF THE KEY RESPONSIBILITIES OF THIS POSITION AND THAT I MAY BE REQUIRED TO PERFORM OTHER DUTIES WITHIN THE SCOPE OF MY ABILITY THAT ARE NECESSARY TO FULFIL THE OBJECTIVES OF THE ROLE.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# 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 and giving details of how you may be contacted during the hours of 9.00am to 5.00pm.
2. A **separate statement** addressing the “*selection criteria*”. You should address each selection criteria under a separate heading. Consideration for the interview is based upon clear demonstration of your ability to meet each of the selection criteria. You should indicate how you meet the criterion and provide examples of events and projects that demonstrate your experience, knowledge and skills. It is recommended that your statements in response to each of the selection criteria be no more than half a page.
3. 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.
4. 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.**
5. **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](mailto:careers@bridgetown.wa.gov.au); or

Mailed or hard copy applications must be marked “**Confidential – Human Resources**” on the envelope and addressed as follows:

Chief Executive Officer  
Shire of Bridgetown-Greenbushes  
PO Box 271  
BRIDGETOWN WA 6255

## Acknowledgment of Applications

All applicants will be notified of the status of their application after the shortlisting stage of the recruitment process.



## The Interview Process

If you are selected for an interview you will be contacted by telephone during office hours. The Interview Panel will generally consist of at least two (2) Shire Officers however for professional appointments; the Interview Panel may include a non-Shire person.

During the interview the Interview Panel will take notes in order to assess your responses. This will assist in ensuring each candidate is assessed in an equitable and fair manner. If you do not understand a question, you should seek clarification before providing a response.

## Preferred Applicant

*(This section will not apply if the preferred applicant is a current member of the Shire staff)*

Prior to any offer of employment being finalised, the preferred applicant will be required to:

- Obtain a satisfactory pre-employment medical report from a Medical Practitioner.
- Produce a current National Police clearance (at the Shire's expense if the applicant does not hold a current clearance). A criminal conviction does not automatically exclude you from consideration for employment. Applicants who have a record of conviction are invited to discuss its relevance or otherwise to the position being applied for, with the Interview Panel.
- Provide documentary proof of age in the form of a birth certificate, driver's licence or current passport. This requirement is necessary to comply with a requirement of law, award or industrial agreement in relation to payment of wages or remuneration to employees less than 21 years of age.
- Documented evidence of legal entitlement to work unrestricted in Australia.
- Produce original or certified copies of all relevant qualifications and licenses.

## Other Requirements

Upon appointment, the successful applicant will be required to sign and have witnessed the following documents:

- Shire of Bridgetown-Greenbushes Code of Conduct
- Shire of Bridgetown-Greenbushes Confidentiality Agreement
- Acceptance of the Letter of Offer
- Position Description for the role
- Statutory Declaration in relation to current driver's licence (if relevant)

## Queries

If you have queries with regards to completing your application, please contact Sarah Alexander, Manager Human Resources on (08) 9761 0800 or [sealexander@bridgetown.wa.gov.au](mailto:sealexander@bridgetown.wa.gov.au)

*For information on the Shire of Bridgetown-Greenbushes, visit our website [www.bridgetown.wa.gov.au](http://www.bridgetown.wa.gov.au)*