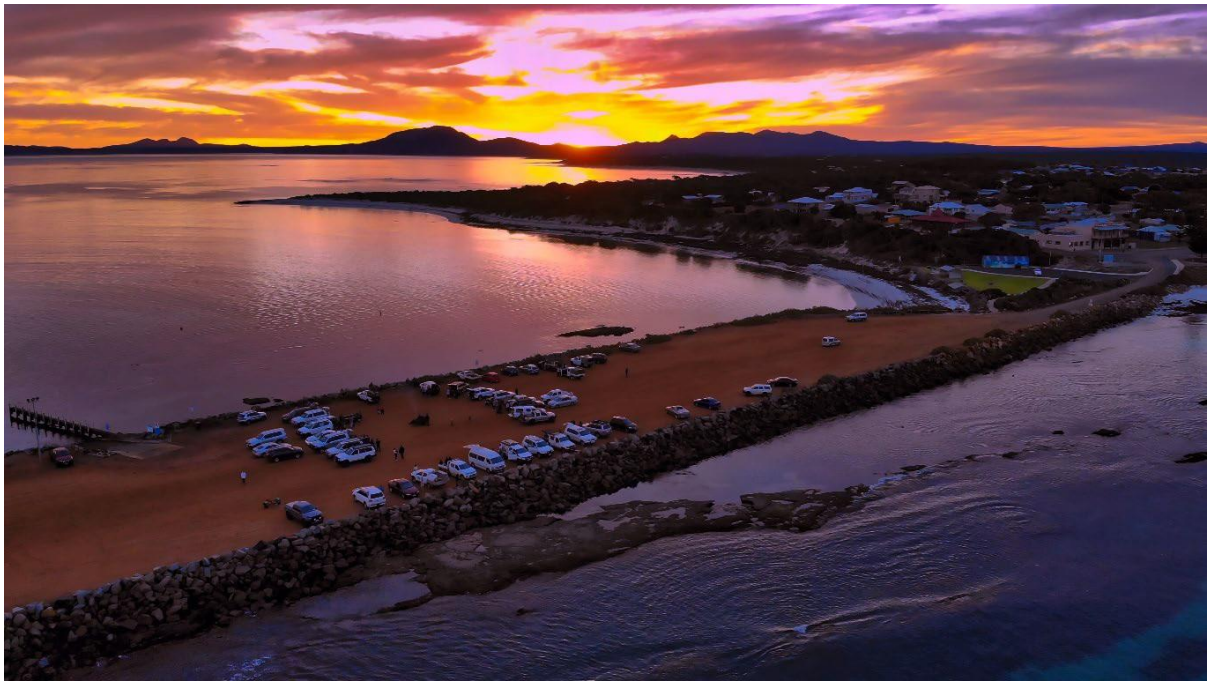
Shire of Ravensthorpe

Customer Service Officer



Information Package

For information on the Shire of Ravensthorpe, please visit our website at

www.ravensthorpe.wa.gov.au

Prospective Applicants Information

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

Equal Employment Opportunity:
The Shire of Ravensthorpe is family friendly and equal opportunity employer.

Queries:
If you have queries about any aspect of the position or regarding your application, please contact the staff member nominated in the advertisement.

Completing your Application:
Your application should include the following:

1. **Covering letter:** Addressed to the Chief Executive Officer, stating why you are interested in applying for the position and giving details of how you may be contacted during office hours (Monday-Friday 9.00am to 4.00pm). It is recommended that you provide a convenient telephone number should you be invited for an interview or if there be any queries regarding your application.

2. **Resume or curriculum vitae:** Must be current and include your relevant personal details, qualifications, work history plus relevant 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. The details of your academic qualifications should identify the institution, certificate number and date of issue. You should also include details of any ongoing professional development.

3. **Statement of claims against the selection criteria:** usually a 1-2-page document that demonstrates how your skills, experience and qualifications directly align with the selection criteria for a role. The selection criteria can be found under point 8 of the position description.

4. **Referees contact details:** Your Resume or Curriculum Vitae must include the names and contact details of at least two referees who can confirm your work history. Referees may be contacted to verify your claims in relation to your prior work performance. Please do not submit original references as these will not be able to be returned.

5. **Qualification(s):** Certified copies of your qualification(s) or academic records of current studies must be attached to your application. Please do not submit original certificates of your qualifications or academic records as these will not be able to be returned.

6. **Certification form:** Please ensure the certification form is signed and submitted with your application.



Lodging your Application

1. Your application must be marked **"Confidential – quoting the Position you are applying for"**.

   Submitting Application: Applications must be emailed to recruitment@ravensthorpe.wa.gov.au.

2. Applications must reach the Shire of Ravensthorpe Office before the specified closing date and time.
3. Applications must have all the required documentation to be considered.

4. Please note all applications received will be acknowledged and all applications received will become the property of the Shire of Ravensthorpe and cannot be returned to unsuccessful applicants.

Interview Process

If you are shortlisted for an interview you will be contacted by telephone or email during office hours to arrange your participation in the process. The Interview Panel will generally consist of at least three people.

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.

Initially, the reference checks will be limited to your nominated referees and you should ensure they are aware that contact may be made with them to confirm your employment history. The Shire of Ravensthorpe reserves the right to make reference checks of the preferred applicants but will not contact any current employer unless your prior approval has been obtained.

Preferred Applicant

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

- Obtain a satisfactory Pre-employment Medical Report, Clear Drug and Alcohol Test results from the Shire of Ravensthorpe's nominated Medical Practitioner (at the Shire of Ravensthorpe's expense).
- Produce a National Police Clearance not more than 3 months old. 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 a current Western Australian motor driver's license.
- Documented evidence of legal entitlement to work unrestricted in Australia (if relevant).
- Produce original or certified copies of all relevant qualifications and licences.

Unsuccessful Applicant

All applicants will be notified of the outcome of the recruitment process once it has been finalised.



Certification Form

Applicants Declaration, Authorisation and Waiver

As the applicant I certify that:

The information contained in my application and the supporting documentation is, to the best of my knowledge and belief, true and accurate in every detail.

I understand that the Shire of Ravensthorpe reserves the right to verify all information in my application and if any material or statements are deemed false or misleading this will be sufficient reason for my rejection as an applicant, or my dismissal if employed.

I authorise the Shire of Ravensthorpe, or its appointed agents, to make whatever background checks are considered necessary or desirable in order to satisfy itself of my suitability for the position, and to check the accuracy of any information contained within my application or supporting information.

I also acknowledge that any information obtained from any background or reference checks is confidential and I undertake not to seek any access or information concerning such checks.

I acknowledge and understand that, if I'm successful in gaining employment with the Shire of Ravensthorpe, I'm required to sign and/or have witnessed the following documents:

- Acceptance of the Shire of Ravensthorpe Contract of Appointment.
- Shire of Ravensthorpe Code of Conduct.
- Position Description for the appointed position.
- Secondary Employment Declaration.
- Memorandum of Understanding in relation to current Drivers Licence (if relevant).

……..
Signature of Applicant

……..
Printed Name of Applicant

……
Date

Please Note:

The Shire of Ravensthorpe undertakes that any information obtained during any background check will only be used for the purpose of verifying information contained in the Application and determining the Applicant's suitability for the position.

Any such information obtained will be treated as strictly confidential and will only be made available to the selection panel at the time, and for the purpose of selecting the suitable Applicant

Customer Service Officer

Casual & Full-Time Position Available

About the role

The Shire of Ravensthorpe has an exciting opportunity for a motivated and detail-oriented Customer Service Officer to join our team and play a vital role in delivering high-quality front-line and administrative support across our organisation.

We currently have two opportunities available:

- Fixed-Term Full-Time Customer Service Officer, commencing as soon as possible and concluding in August 2027, with the possibility to extend.
- Casual Customer Service Officer, engaged on an as-required basis to provide coverage during periods of staff leave and operational demand.

In the role of Customer Service Officer, you will be required to provide excellent customer service for our front counter services to the Community. Some of the key responsibilities include managing the front desk and daily mail, processing payments and bookings, assisting with Department of Transport services, coordinating facility and campsite hires, and supporting community enquiries. The role also involves liaising with internal teams for maintenance and events, handling general administration, and managing systems related to Shire housing and public venues. No two days are the same, making this a broad but engaging and community-focused position.

The successful applicant will have demonstrated knowledge and experience in: -

- Providing customer solutions and positively resolving issues
- Working under pressure and being well organised
- Maintaining diplomacy, patience, tact and sensitivity to the specific needs of the customers
- Working independently and autonomously
- Handling cash and banking procedures
- The use of different systems and Microsoft applications

Potential applicants are encouraged to contact Rod McGrath, Manager Governance & Community by calling (08) 9839 0000, for any queries, or to further discuss the opportunities and requirements for this position.

What's in it for you?

An attractive salary package in line with skills, experience and qualifications will be offered as per the Shire of Ravensthorpe Industrial Agreement 2026.

There are lots of benefits to taking up a role with the Shire of Ravensthorpe: -

- A competitive, Industrial Agreement-based salary with annual increments
- 12% Guaranteed Superannuation
- Additional 5% superannuation with co-contributions
- $130 per week pro rata allowance for employees residing within the Shire, to assist with the living costs associated with living in an isolated area
- 25% Casual loading for casual employees
- Up to 5 weeks annual leave plus 17.5% leave loading for full and part-time employees
- Free Gym and Pool season pass for all full and part-time employees
- Free Annual Flu shot

Location

The Shire of Ravensthorpe encompasses the settlements of Ravensthorpe, Hopetoun, Jerdacuttup, Munglinup and Fitzgerald and is located within the picturesque Fitzgerald Biosphere Coast region. Located five hours southeast of Perth, two hours west of Esperance and three hours east of Albany, the Shire of Ravensthorpe is nestled amongst the spectacular Fitzgerald River National Park, the Ravensthorpe Range and stunning coastline.

A beautiful and family friendly place to settle that offers a healthy lifestyle, the Shire of Ravensthorpe is made up of strong communities, with locals who are passionate about agriculture, art, wildflowers, history, the environment, sport, fishing and recreation. The primary industries include mining, farming and tourism.

How to apply for this position

Applicants are encouraged to apply online and must provide:

- A current resume outlining your employment history and professional learning summary relevant to this position along with a copy of any relevant qualifications
- A covering letter outlining your suitable experience for the position and why you are interested in this field of work and your ideal working arrangements e.g***. Full Time, or Casual.***
- A statement of claims against the selection criteria located in the position description**.** This can be found in the application package on our website.
- The contact details of two (2) work related referees who can attest to the claims made in your application. It is preferable for one of your referees to be your current Supervisor or Manager

Applications can be emailed to recruitment@ravensthorpe.wa.gov.au or posted to PO Box 43, Ravensthorpe WA 6346, addressed to the Chief Executive Officer, Shire of Ravensthorpe and marked Confidential – Customer Service Officer no later than 4pm Wednesday 2nd December 2026.

Supporting a diverse workforce

The Shire of Ravensthorpe is a family friendly and equal opportunity employer committed to workplace equality and diversity. We value the unique diversity that Aboriginal and Torres Strait Islander people, people with disability, people from culturally diverse backgrounds, and members of our LGBTQIA+ community, women and youth bring to our workforce.

We strongly encourage people from diverse backgrounds to apply.

People with disability will be provided with reasonable adjustments in our recruitment processes and in the workplace.

Nicole O'Neill
Chief Executive Officer

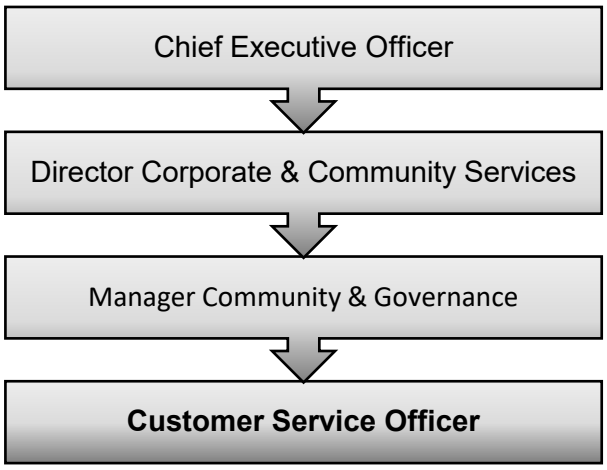
SHIRE OF RAVENSTHORPE

Position Description



Position Title:	**Customer Service Officer**		**No:** 71
Directorate:	Corporate & Community Services		
Reporting to:	Manager Community & Governance		
Award:	Local Government Officers' (Western Australia) Award 2021, and the Municipal Employees (Western Australia) Award 2021.		
EBA Band Level	Status	Hours per week	FTE
3	Full Time/ Casual		
Workplace Address:	(a) Ravensthorpe Shire Office, 65 Morgan Street. (b) Hopetoun Community Centre, 46 Veal Street, Hopetoun. Work location may change in accordance with the needs of the organisation, roles and responsibility changes of this position or emergency situations as directed.		
Probationary Period:	Six (6) months' probation period (or as negotiated but not more than six (6) months, refer to contract).		
Performance Review:	Conducted annually or as determined by Shire policy/procedure.		

1. Reporting Organisational Structure



2. Organisational Values

Honesty: We are upfront, sincere and open in all of our actions.
Communication: We share information clearly so everyone knows what is happening.
Respect: We treat everyone with fairness and value their contribution.
Integrity: We do the right thing and stand by our commitments.

3. Position Purpose and Objectives

In the role of Customer Service Officer, you will be required to provide front counter services to the Community. The Customer Service Officer will be the first point of contact for incoming phone calls, will transfer phone calls to the appropriate officer and/or resolve customer queries in a courteous and efficient manner.

4. Principle Responsibilities and Duties

- Undertake appropriate pre-start processes in accordance with Occupational Health and Safety Regulations for any equipment allocated to this role using SiteDocs to ensure Regulatory compliance.

Customer Service

- Ensure the Shire front desk is open for business on time and that computers are operational.
- Ensure morning mail is collected, opened, recorded and provided to appropriate staff member. Payroll and CEO addressed should be given directly unopened.
- Ensure outgoing mail is processed at the Post Office.
- Attend to front counter enquiries and forward enquiries to the relevant Officer where necessary.
- Process payments for shire funds rates, debtors, gym, pool, bonds, cat/dog registrations etc.
- Handle stakeholder complaints and assist with information.
- Distribute external emails to relevant officers or provide responses with appropriate information in a timely manner.
- Assist with and prepare the end of day balancing and daily banking, including cash receipting.
- After Hours – occasionally maybe required to attend for emergency issues
- Undertake other duties consistent with the level of the position as directed.

Department of Transport

- Handle vehicle registration, transfers, interstate vehicles, drivers' licences, overseas or interstate licences, new driver testing process and farm vehicle/haulage enquiries and applications.
- Adding licence plates, enquiries and orders for new licence plates, retaining and changes.
- Assist customers with Department of Transport matters and process transaction, payment of registration and licence applications.

Administration Support

- General administration required by the centre users, customers and visitor information.

- Building Maintenance Issues – contact Shire Maintenance Officer and report damage or maintenance requirements and include the Director Corporate and Community Services in communications.

Facility Hire

- Process Facility Hire for Halls, Entertainment Centre and Grounds including creating invoices, bonds, letters and returning bonds.
- Maintain office key register
- Provide receipts for booking hire fees and ensure Alcohol Applications are in place for events if necessary.
- Ensure community groups have appropriate and current insurance in place.
- Provide inductions for users of the facilities to ensure safety information and procedures are explained and understood, including a contact point for emergencies.
- Liaising with depot admin officer to organise cleaning staff of the facilities before and after events.
- Liaise with staff to release facility hire bonds.
- Maintain Space-to-co system for facility hire and shire housing
- Shire housing accommodation management

Campsite Bookings

- Process campsite bookings.
- Maintain campsite calendar
- Maintain RMS campsite system
- Respond and facilitate customers on campsite general enquiries, how to book and availability

Other

- Provide service by assisting with tourist enquiries.
- Provide support and assistance to the tourism function when required.
- Any other duties consistent with the level of this position and the principles of multi-skilling within the statutory services.

5. General Accountabilities

Occupational Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all Occupational Health and Safety Policies, Procedures and Practices.
- Be a team player and maintain a realistic level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
- Observe national privacy principles and privacy legislation.
- Ensure all work is carried out in accordance with Shire's Safety and Risk Management Framework.
- Create and submit SiteDocs forms as directed by the Shire to ensure Regulatory compliance

Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Always be supportive of management policies and procedures with regards to the Shire's vision, goals, interpersonal relationships and the Shire's Code of Conduct.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, and other Shire services.
- Exercise a high level of interpersonal skills in dealing with the public and others.
- Provide a positive personal contribution in the exchange of information between team members, across business departments and with customers.
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, external organisations and customers.

Human Resources

- When required and/or directed, relieve positions within the Directorate during periods of absence.
- Work to foster a cooperative and harmonious team environment through effective communication and relationship building skills.
- Ensure annual performance reviews are undertaken on time and within the scope of the Shire's performance review policy / procedure.

Compliance Adherence

- With all relevant legislation, policies, procedures, the Shire's Code of Conduct and Guidelines.
- That all documentation is appropriately recorded and stored.
- With software licence requirements.
- To the *State Records Act 2000* and the Shire's record management systems.

6. Organisational Relationship

Reporting to:

- Director Corporate & Community Services
- Manager Community & Governance

Internal Stakeholders

- Chief Executive Officer;
- Executive Management;
- Senior Officers;
- Works Supervisor and employees; and
- Other relevant internal stakeholders.

External Stakeholders

- Council Elected Members;
- Relevant external stakeholders, government authorities and departments; and
- Community and visitors to the reion.

7. Judgement and Delegation

Judgement

- This position reports directly to the Manager Community & Governance
- This position has full autonomy within roles and responsibility.
- Makes decisions relevant to areas of responsibility which are governed by clear guidelines.
- Demonstrates a level of judgement to ensure all work practices, standards, procedures and guidelines are adhered to.
- Demonstrates a high degree of judgement, initiative, confidentiality and sensitivity.

Delegation

- Administer Shire Policy as per Delegation.
- Adhere to Shire Local Laws as per Delegation.
- Purchase goods and services as directed as per Council Policy Delegation.
- Any other delegations as per the Delegation Register.

8. Selection Criteria

Qualifications

- Current “C Class” Drivers Licence.
- Current National Police Clearance.
- Current Senior First Aid Certificate.

Knowledge and Experience

Working towards or demonstrated experience in:

- Providing customer solutions and positively resolve issues while maintaining diplomacy, patience, text and sensitivity to the specific needs of the customer;
- Working under pressure and being well organisation;
- Processing permits, licences and using electronic systems;
- Handling a diverse customer base with enquiries including tourism information as required; and
- Handling cash and end of day banking procedures.

Working towards or demonstrated knowledge of:

- Safety standards for facility users and workplace issues;
- Sound knowledge of administration practices and procedures;
- Local government practices and procedures; and
- Correctly applying regulations, policy and procedures.

Skills

- Sound computer skills including with Microsoft products and finance software.
- Effective interpersonal, verbal and written communication.
- Effective time management and excellent customer service skills.
- Well-developed negotiation and conflict resolution skills.
- Well-developed decision making and problem-solving skills.

Essential

- Undertake and pass a full medical including drug, alcohol and hearing testing.