

# Candidate Information Package



## The Shire of Irwin

Spanning 2,232 square kilometres, the Shire is located along the picturesque Batavia Coast of Western Australia, just 60 km from Geraldton and 350 km north of Perth. Dongara and Port Denison, the historic twin towns, are part of the Shire of Irwin, with Dongara serving as the administrative centre and the Irwin River offering a scenic landmark between the two.

Traditionally known for its lobster fishing industry and acre farming, the area has evolved into a vibrant coastal community. It is now celebrated for its welcoming atmosphere, rich heritage, and strong opportunities in employment and tourism, all contributing to its authentic coastal village charm.

**The Shire of Irwin is truly an enviable lifestyle choice.**



Find out more at [www.irwin.wa.gov.au/](http://www.irwin.wa.gov.au/)

**our vision** - a safe place to live, an exciting place to visit and a progressive place to work  
**our mission** - delivering excellence in service, driving growth and building strong relationships

# Community



The Community is well equipped with a range of essential facilities including a public hospital facility which includes emergency services, a domiciliary care unit and a nurse home care unit, St John Irwin Ambulance, pathology, GP medical centre, district high school, transfer station and various local businesses.

There is an abundance of community and sporting groups that offer great opportunities for people of all ages to get involved and actively participate. The Shire has a modern recreation centre which offers multiple health and fitness options, plus boasts a newly refurbished skate park and pump track for people of all ages to enjoy. In the warmer months, the Dongara Denison Drive-Ins offers hours of fun and entertainment for local and visiting families.

## Events

A variety of events are held throughout the year including monthly town markets, Easter Races, Hanging of the Quilts, Port Denison Race Car Sprint and the Mid-West Show and Shine.

## Tourism

With a wide range of caravan parks and camping grounds, the Shire of Irwin caters for tourist and locals alike with a brilliant blend of beautiful beaches and agriculture; there is a variety of activities including surfing; fishing; nature and heritage trails and a host of events from Easter and monthly markets; Easter Races; Mixed Lawn Bowls Carnival; Hanging of the Quilts; Moreton Bay Fig trees, Irwin River; Fishermen's Lookout; historic museum; marina and WA's premier annual kitesurfing event, Kitestock. The Shire provides many other attractions in the region.

## Industry

Known historically for its lobster fishing industry and broad acre farming, the area has developed to include oil and gas production/exploration and mineral sands extraction industries offering a range of employment opportunities.

## Development

The Shire of Irwin is becoming a highly active environment due to the vested interest from the diverse industries with 'green' energy a primary focus. This is an exciting time to join the Shire, as it is positioned for growth in a sustainable environment.



# Shire of Irwin

Dongara | Western Australia

## Customer Service Officer

Permanent Full Time

### Join Our Team!

The Shire of Irwin is seeking enthusiastic individuals who are passionate about providing outstanding customer service to our community, visitors, and stakeholders.

As the first point of contact for the Shire, you'll play a key role in shaping positive experiences. We're looking for a candidate who is well presented, approachable, and confident in delivering accurate information and support across a wide range of Shire services.

Reporting to the Senior Customer Services Officer, you'll thrive in a dynamic, fast-paced environment where adaptability and initiative are essential. Your role will include maintaining a welcoming and professional Customer Services Centre, which also houses the Visitor Information Centre — promoting all the Shire of Irwin has to offer.

Above all, you'll be committed to ensuring every customer interaction — internal or external — results in a positive and helpful outcome.

To succeed in this role, you'll bring:

- Proven customer service experience
- Strong communication and active listening skills
- Confidence in handling cash transactions
- Solid administrative capabilities
- Competence with computer systems
- A proactive attitude and willingness to learn

If this sounds like you, we'd love to hear from you!

This full-time role is classified at Level 4 under the Local Government Industry Award, with a salary range of \$53,020 to \$57,744 per annum (equivalent to \$26.83 to \$29.22 per hour), plus superannuation. The final remuneration will be based on the skills and experience of the successful candidate.

### How to apply

Please refer to the Application Package available on our website at [www.irwin.wa.gov.au](http://www.irwin.wa.gov.au) for full details of the position.

Applicants are required to submit a cover letter, resume and answer the selection criteria detailed within the Position Description which can be found in the application package.

**Applications can be emailed to [hr@irwin.wa.gov.au](mailto:hr@irwin.wa.gov.au).**

The successful candidate will be required to provide eligibility of working rights in Australia; and undergo pre-employment screening which includes a medical and drug and alcohol testing.

**Applications close at 5:00pm on Monday 8 December 2025**

*Shane Ivers*

**Chief Executive Officer  
Shire of Irwin**

*The Shire of Irwin reserves the right to commence short-listing prior to the closing date.*

*The Shire of Irwin is an equal opportunity employer proudly promoting an all-inclusive safe work environment*

# Position Details

## 1.0 Position Details

|                        |                                                                                 |
|------------------------|---------------------------------------------------------------------------------|
| POSITION TITLE         | <b>Customer Services Officer</b>                                                |
| CLASSIFICATION         | Level 4 Local Government Industry Award                                         |
| EMPLOYMENT TYPE        | Permanent Full Time                                                             |
| WORK HOURS             | 40 hours per week plus occasional Saturday mornings                             |
| REPORTING TO           | Senior Customer Services Officer                                                |
| DEPARTMENT             | Community Services                                                              |
| LOCATION               | Shire of Irwin Administration Office, 11-13 Waldeck Street, Dongara             |
| SUPERVISION            | Nil                                                                             |
| INTERNAL RELATIONSHIPS | All Shire Employees                                                             |
| EXTERNAL RELATIONSHIPS | Councillors, Residents, Rate Payers, Community, Visitors and other stakeholders |
| REVIEW DATE            | November 2025                                                                   |

## 2.0 Position Objective

Provide professional, friendly and courteous customer service to internal and external customers and advise on all areas of Council services and operations. Act as point of contact for residents and rate payers of the Shire of Irwin and effectively handle enquiries, service requests, bookings, payments and complaints on the front desk and other channels.

Delivery quality service in adherence to the Customer Service Charter and demonstrate a continuous improvement mindset. Assist in providing up to date tourist information as part of the Visitor Information Centre and contribute to the Shire's goal of being a high performing organisation.

### 3.0 Position Specific Tasks and Activities

| KEY AREA                | DUTIES AND RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | KEY PERFORMANCE INDICATORS                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Service</b> | <ul style="list-style-type: none"> <li>Provide accurate, timely and appropriate advice and assistance to customers in all aspects of the Shire's Operations utilising all available resources.</li> <li>Accurately receive and process applications, requests or complaints from customers into the Shire's systems.</li> <li>Adhere to customer service procedures and processes for general enquires, service requests, payments, bookings and complaints.</li> <li>Respond to difficult situations with skill and diplomacy.</li> <li>Utilise flexibility in approach to work practices with an ability to adapt to and support change in a dynamic environment.</li> <li>Handle confidential information and situations in a sensitive manner and to work under pressure in a busy and demanding environment.</li> <li>Direct enquires which are not the Shire's responsibility to the appropriate organization.</li> <li>Provide assistance to other team members as required.</li> <li>Attend meetings and training courses as required.</li> </ul> | <ul style="list-style-type: none"> <li>Adherence to the customer service charter.</li> <li>85% of all resolvable requests to be resolved at first<sup>t</sup> point of contact.</li> </ul>                                                                                                                                                                                                                                       |
| <b>Administration</b>   | <ul style="list-style-type: none"> <li>Administer and process incoming and outgoing emails and record where required in accordance with records management procedure using the Altus ECM application;</li> <li>Undertake photocopying, collating and binding of documents, as requested;</li> <li>Process bookings for Council buildings, equipment and parks foreshore hire using the SynergySoft Community Bookings module;</li> <li>Maintain the Customer Service procedure manuals and associated paperwork</li> <li>Process Plan Search requests for owners as required</li> <li>Data entry of customer work requests into Mex system, follow up with relevant department any progress updates and then advise customers accordingly.</li> </ul>                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>Tasks are efficiently undertaken as scheduled on a daily/weekly/monthly basis and as required.</li> <li>Requests recorded in the Shire's systems to have an accuracy record of 90% or greater.</li> <li>The Customer Service procedure manual to be reviewed and updated every 3 months or immediately if changes occur.</li> <li>Requests to be completed in 5 business days.</li> </ul> |
| <b>Tourism</b>          | <ul style="list-style-type: none"> <li>Provide tourists with information about local tourism attractions and services;</li> <li>Assist visitors with accommodation bookings throughout Western Australia;</li> <li>Liaise with local operators to obtain information regarding cost and availability of goods and/or services;</li> <li>Undertake marketing and promotional activities of local events through social media including</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>Stock levels are maintained at 80% or greater.</li> <li>Consumables are maintained with a minimum of 6 months from expiry of shelf date.</li> <li>Visitor satisfaction rate achieved is greater than 80%.</li> </ul>                                                                                                                                                                      |

### 3.0 Position Specific Tasks and Activities

| KEY AREA               | DUTIES AND RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | KEY PERFORMANCE INDICATORS                                                                                                                                                                                                                  |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        | <p>Facebook, Trip Advisor, tourism website, advertisements and other mediums as required; and</p> <ul style="list-style-type: none"> <li>Assist in the production and delivery of Dongara Port Denison brochures (including advertisements).</li> <li>Merchandise - assist customers with merchandise enquiries and actively promote shop goods, assist in stocktake and ordering of merchandise and ensure re-stock as required.</li> <li>Restock tourist pamphlets and merchandise.</li> <li>Book TransWA and Integrity bus bookings and end of month reconciliation</li> </ul> |                                                                                                                                                                                                                                             |
| <b>Financial</b>       | <ul style="list-style-type: none"> <li>Receipt payments received by mail or at the counter, including but not limited to rates, development applications, animal registrations and infringements.</li> <li>Maintain a high level of accuracy in processing transactions, end of day reconciliations, point of sale transactions and record keeping</li> <li>Raise requisitions, prepare purchasing quotation form and enter into Synergy. Account enquiry lookup for purchase orders and future budgeting for approval from Line Manager.</li> </ul>                              | <ul style="list-style-type: none"> <li>Requests recorded in the Shire's systems to have an accuracy record of 90% or greater.</li> <li>Accuracy and reconciliation of cash receipted is 95% achieved prior to close of business.</li> </ul> |
| <b>Office Services</b> | <ul style="list-style-type: none"> <li>Maintain customer service reception areas in a tidy condition, including the orderly display of current materials and information; and</li> <li>Maintain the back of house consumables and facilities</li> <li>Manage office assets, including printers and other office equipment</li> <li>Provide support to managers as required</li> <li>Point of contact for building management and any other office related contractors.</li> </ul>                                                                                                 | <ul style="list-style-type: none"> <li>Presentation of front and back of house to be maintained in a professional and well-kept manner at all times.</li> <li>Staff satisfaction feedback to be greater than 90% satisfied.</li> </ul>      |
| <b>Other</b>           | <ul style="list-style-type: none"> <li>Other duties as requested by the Community Services Manager or Senior Customer Service Officer.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                             |

| 4.0 General Position Requirements |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ethical Behaviour                 | Demonstrates a positive commitment and compliance with all legislation covering all forms of workplace discrimination, harassment, victimisation and bullying, compliant with the Shire's Code of Conduct and all policies.                                                                                                                                                                                                    |
| Work Health and Safety            | Ensuring duty of care which is compliant with WHS legislation and the Shire of Irwin policies and procedures. Follow all safety processes appropriately, including reporting injuries, accidents and near misses.                                                                                                                                                                                                              |
| Risk management                   | Duties are performed according to the Shire of Irwin procedures and principles for risk management which includes WHS, appropriate to the position's duties as prescribed in our organisational procedures and according to legislative and regulatory requirements.                                                                                                                                                           |
| Human Resource and Leadership     | Participates in performance management processes; participates in leadership and development activities including induction, recruitment, and succession planning.                                                                                                                                                                                                                                                             |
| Records Management                | Ensures all documents are recorded in accordance with the Shire's Recordkeeping Plan, policies and procedures. Ensures confidentiality is maintained at all times.                                                                                                                                                                                                                                                             |
| Strategic Vision                  | Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the Shire's strategic objectives as required.                                                                                                                                          |
| Values we are committed to        | <p>Creates and maintains a positive working environment while upholding the Shire's values of:</p>  <p>The logo consists of four words stacked vertically: 'innovation' in blue, 'accountability' in orange, 'integrity' in red, and 'respect' in green. Each word has a stylized circular graphic element integrated into its design.</p> |

## 5.0 Behavioural Competencies

| VALUE DESCRIPTION     | EXEPECTED BEHAVIOURS                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Innovation</b>     | <p><b>We are forward thinking and creative in our approach and strive to continuously improve the way we work.</b></p> <ul style="list-style-type: none"><li>▪ I look for better ways of doing things.</li><li>▪ I am open to feedback and change</li><li>▪ I encourage and embrace new ideas</li><li>▪ I foster creativity and think outside of the box</li><li>▪ I am solution focused.</li></ul>                             |
| <b>Accountability</b> | <p><b>We will honour our commitments and responsibilities to achieve positive results in a transparent environment.</b></p> <ul style="list-style-type: none"><li>▪ I lead by example</li><li>▪ I learn from my mistakes</li><li>▪ I am responsible for my actions</li><li>▪ I am committed to achieving my goals</li><li>▪ I acknowledge positive behaviour and successes</li></ul>                                            |
| <b>Integrity</b>      | <p><b>We always act in the public interest and are open, honest, fair and ethical in our interactions with others.</b></p> <ul style="list-style-type: none"><li>▪ I am fair and consistent</li><li>▪ I am honest, trustworthy and reliable</li><li>▪ I effectively and actively communicate</li><li>▪ I conduct myself in a professional manner</li><li>▪ I am loyal and committed to the organisation</li></ul>               |
| <b>Respect</b>        | <p><b>We support and appreciate each other in an inclusive culture to ensure a sense of pride and enjoyment</b></p> <ul style="list-style-type: none"><li>▪ I am considerate of the needs of others</li><li>▪ I genuinely listen when others communicate</li><li>▪ I respect the roles and opinions of others</li><li>▪ I treat others how I wish to be treated</li><li>▪ I support, help and encourage my colleagues</li></ul> |

## 6.0 Skills, Experience and Qualifications

### SELECTION CRITERIA – ESSENTIAL REQUIREMENTS

#### Qualifications and experience

- Qualification/s in business administration (or other relevant discipline) and/or at least 2 years previous experience in a customer service role.

#### Knowledge and skills

##### Essential

- Excellent communication skills – interpersonal, written and verbal;
- High level of customer service and public relations skills;
- Ability to demonstrate active listening skills
- Attention to detail and a high degree of accuracy
- High level of organisational, time management and prioritising skills.
- Developed Microsoft Office Suite skills in Word, Excel and Outlook and ability to learn computer applications.
- High level of personal integrity, confidentiality and initiative;
- Ability to maintain productive and efficient output in a busy work environment;
- Ability to work in a team environment and individually;
- Ability to embrace, accommodate and implement change;
- Current C Class Drivers Licence.

##### Desirable

- Certificate of Secondary Education (Year 12) or equivalent.
- Ability to prepare and interpret financial information.
- Working with Children Check.

## 7.0 Selection Criteria

### ESSENTIAL REQUIREMENTS

- Qualification/s in business administration (or other relevant discipline) and/or at least 5 years previous experience in a customer service role.
- Excellent communication and active listening skills – interpersonal, written and verbal.
- High level of customer service and public relations skills.
- Attention to detail and a high degree of accuracy
- High level of organisational, time management and prioritising skills.

## 8.0 Position Description Acknowledgement

### ESSENTIAL REQUIREMENTS

This Position Description is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The Shire of Irwin reserves the right to amend responsibilities as required to meet business and operational requirements.

I, *the undersigned*, have noted and agreed to the values, statement of duties, responsibilities and other requirements as detailed in this document. I understand this position description may be subject to change as required and any change of duties shall be discussed with the undersigned.

|            |
|------------|
| Date:      |
| Name:      |
| Signature: |

# Your application

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The Shire of Irwin has a variety of employment types including full and part time, casual, temporary (fixed term) contract, maximum term contract, apprentice, and trainee. All Shire's job opportunities are posted on our website.

## Selection Process

The principles of merit and equity in our recruitment processes are applied to all applications. After the closing date, or earlier candidates will be selected for interview based on their ability to demonstrate to our selection panel of the required skills, experience and qualifications for the job advertised.

## Application

Your application is the opportunity to showcase your personal attributes, skills, knowledge, experience and above all – your suitability for the job you're applying for.

Be thorough in your research before making application and be sure to read through all the attachments so you have a clear understanding of the job requirements.

Your application will need to contain the following documents:

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Covering Letter</b>    | This is an opportunity to introduce yourself and highlight your capabilities and your interest in this position.                                                                                                                                                                                                                                                                                                                                       |
| <b>Resume</b>             | Your current Resume is to include your name, address and contact details, your work history, education, training achievements and most recent referees.                                                                                                                                                                                                                                                                                                |
| <b>Essential Criteria</b> | Address each essential selection criteria set out in the Position Description providing relevant examples using the STAR method below. This is an important part of your application.<br><br><b>Situation</b> Describe a work situation that you were faced with<br><b>Task</b> Describe the task that you had to complete<br><b>Action</b> Describe the action that you took to complete the task<br><b>Result</b> Describe the result of your action |
| <b>Closing Date</b>       | Your application is to be received prior to the closing date in fairness to all applicants                                                                                                                                                                                                                                                                                                                                                             |

## Interview

If you are selected for an interview, you will be notified by telephone, and a confirmation email will be sent after the call. Unsuccessful candidates who were interviewed will be notified by telephone.

**Good Luck in your Application.**