

Customer Services Officer

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 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.

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

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.

Shane Ivers

**Chief Executive Officer
Shire of Irwin**

innovation
accountability
integrity
respect

A Brilliant Blend

