



Employment Information Package



Customer Service Officer

Applications close: 4pm Friday 9th January 2026

For more information contact:

Manager Community and Customer Services, Kim Walsh

on 9671 2500 or

email: hr@wongan.wa.gov.au



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Customer Service Officer

The Shire of Wongan-Ballidu has an excellent opportunity for a customer focused and friendly individual to fill the full-time role of Customer Service Officer.

Reporting to the Manager Community and Customer Services, the role involves providing general customer service, including answering phones, responding to enquiries, and assisting customers in person. The position also includes collating and preparing the Boomer magazine for distribution, supporting the Department of Transport and library services, and actioning customer service requests in a timely manner. Additionally, the officer will assist with the planning and delivery of CRC activities and community events.

Conditions of Employment are in accordance with the Local Government Industry Award 2020 Level 3 with a cash salary of \$61,503 per annum, plus up to 15% superannuation.

Applicants should first refer to the Position Description, available at www.wongan.wa.gov.au

Written applications clearly marked "Customer Service Officer", full resume with work experience, addressed selection criteria and the names of two (2) work related referees should be forwarded to the Chief Executive Officer by the closing date.

Applications close: 4.00pm, Friday 9th January 2026.

For additional information regarding this vacancy, applicants are encouraged to contact Kim Walsh, Manager Community and Customer Services on (08) 9671 2500 or by email hr@wongan.wa.gov.au

Please note the Shire office will be closed from 12pm 24th December 2025, reopening 9am 5th January 2026.

Sam Dolzadelli
Chief Executive Officer
Shire of Wongan-Ballidu
PO Box 84
WONGAN HILLS WA 6603



About the Shire of Wongan Ballidu

Welcome to the Shire of Wongan-Ballidu, a rural community situated within the Western Australian Wheatbelt Region. Located 180km north-east of Perth, the Shire consists of the towns and locales of Ballidu, Burakin, Cadoux, Kondut, Lake Hinds, Lake Ninan, Mocardy and Wongan Hills and is bordered by the Shires of Dalwallinu to the north, Moora to the north-west, Victoria Plains to the south-west, Goomalling to the south, Dowerin to the south-east and Koorda to the east.

Covering 3,368m², the Shire is one of the most liveable communities in regional Western Australia with a current population estimated at 1129. The Shire 's landscape is undulating with various soil types and granite outcrops and its main industry is based around agriculture. With clean air, minimal traffic, low crime and a caring and resilient community, the Shire offers a great country lifestyle with a good range of services and facilities.

The area is renowned for its grain, legume and livestock production and local industries include sheet metal works, a stock feed mill and agricultural equipment manufacturing and home to three large machinery dealerships based in Wongan Hills.

Wongan-Ballidu enjoys a Mediterranean climate which is ideally suited to the region's agricultural pursuits. The hotter summer months provide many cloud free days for outdoor sporting and recreational activities. The cooler months provide an ideal climate for grain production. The area's average rainfall measures 400mm which falls largely during Winter and early Spring with the occasional heavy summer thunderstorm. The area has to date, not experienced drought conditions.

The community enjoy modern facilities, well-presented clean streets, a good variety of retail shops, a hospital, medical centre, dental services and a pharmacy. Sporting clubs and activities are well supported with an Olympic size swimming pool and a newly renovated sporting complex offering squash, a gymnasium, hockey, tennis, football, basketball, netball and cricket.

Wongan Hills has an 18-hole public golf course catering for both adults and children. Both Wongan Hills and Ballidu offer safe and convenient shared purpose footpaths for cycling, walking and running and well-maintained parks, play areas and nature parks.

Cultural and social life is well supported through the many active service groups, clubs and organisations. Significant festivals and events are held throughout the year attracting thousands of visitors. Events include Bike it to Ballidu, an annual cycling event catering for all fitness levels, Reynoldson Reserve Wildflower Festival and Stargazing Event, and the annual Harvest Festival.

The region is home to over 1400 species of flowering plants, 24 of which are unique and found only in Wongan Hills. The area abounds with scenic walk trails, nature reserves and breathtaking outlooks. A short 20km drive from Wongan Hills leads you to Reynoldson Reserve, renowned for its spectacular displays of *Verticordia*, commonly known as "feather flowers".

Both Wongan Hills and Ballidu offer visual arts venues with Ballidu hosting regular artist-in-residence programs throughout the year.

The history of the area is preserved at the Wongan Hills & District Museum, the Ballidu Heritage Centre and Cadoux Earthquake Memorial Site. Stargazing and astrophotography enthusiasts can enjoy a unique and intimate experience at any of the Shire's dark sky venues. Wongan Hills was among the first towns in Western Australia to be named an official Astrotourism town and in 2006 was named the first official RV friendly town in Australia.



Working at the Shire of Wongan-Ballidu

The Shire has a current annual operating budget of \$10 Million. As an equal opportunity employer, a diverse workforce of 41 permanent staff members are employed. Active participation and teamwork is encouraged within a harmonious and collaborative work environment. Staff are based at various locations including the Administration Facility, Community Resource Centre, Works and Services Department and Swimming Pool. Employees enjoy a progressive and inclusive working culture with several social activities arranged for team members throughout the year. The Shire supports a smoke free working environment.

For those with children, the Shire Administration Office is within close proximity to the Wongan Hills District High School (catering for Years K - 12) and the Wongan Hills Cubbyhouse offering daycare services.



Completing and Lodging Your Application

Your application should include the following:

Covering Letter

Address your covering letter addressed to the Chief Executive Officer telling us why you are interested in the position and provide details of how you can be contacted by telephone during office hours (Monday-Friday 9.00am to 4.30pm).

Addressing Selection Criteria

The Position Description contained in this package details specific Selection Criteria for the Shire to base its initial determinations when selecting its preferred candidates. You should indicate how you meet each criterion providing examples of events, projects or initiatives that demonstrate your experience, skills and knowledge. It is recommended that your responses to each selection criterion are presented in a precise format and where possible, include previous working experience in undertaking the function. APPLICATIONS NOT ADDRESSING THE SELECTION CRITERIA WILL NOT BE CONSIDERED.

Curriculum Vitae (Resume)

A resume/curriculum vitae which includes your personal details, education, qualifications, work history, and professional memberships. Relevant work history should commence with the most recent position you have held as well as the dates/period of employment.

Provide a brief summary of the duties and responsibilities for each position. The details of your academic qualifications should identify the institution and date of issue. You should also include details of any ongoing professional development.

Qualifications

Copies of your qualification(s) or academic record(s) of current studies should be attached. Do not submit original copies of your qualifications or academic records.

Referees

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. Do not submit original copies of references.

Lodging your Application

Your application, addressed to the Chief Executive Officer, must be marked "Private & Confidential – Application: "Customer Service Officer" and can be emailed to hr@wongan.wa.gov.au (preferred), posted to the Shire of Wongan-Ballidu, PO Box 84, WONGAN HILLS WA 6603 or hand delivered during office hours to the Shire Administration Office, Cnr Quinlan Street and Elphin Crescent, Wongan Hills. Applications must be received by the specified closing date and time. Late applications will not be accepted. If you are forwarding your application by Australia Post, please ensure you allow enough time for it to reach the Shire Administration Office before the closing time. All applications lodged will be acknowledged.



Shire of
Wongan-Ballidu

Closing Date

Vacancies with the Shire of Wongan-Ballidu are advertised for a specific period and close at 4.00pm on the closing date shown in the advertisement.

Late Applications

Late applications will not be accepted.

Pre-employment Medical

All new appointees to Council staff are required to undertake a medical examination prior to confirmation of appointment. Council will pay for the cost of this examination.

The Shire of Wongan-Ballidu maintains a smoke free working environment.

Canvassing of Councillors will disqualify applicants.

The Shire of Wongan-Ballidu is an Equal Employment Opportunity Employer and is committed to selecting the best applicant for each vacancy.

Forwarding Applications for the Position

Your applications can be submitted:

In Person

Private and Confidential
Chief Executive Officer
Shire of Wongan-Ballidu Administration Centre
Cnr Quinlan Street & Elphin Crescent
WONGAN HILLS WA 6603

By Mail

Private and Confidential
Chief Executive Officer
Shire of Wongan-Ballidu
PO BOX 84
WONGAN HILLS WA 6603

By Email

hr@wongan.wa.gov.au

Please ensure the subject field is marked:
Private and Confidential – Customer Service Officer



The Interview Process

What to Expect

Behavioural interviewing techniques are normally used. The aim is to obtain examples of past situations which actually occurred, how the situation was handled and the outcome of the action taken. For example, “provide the panel with a situation where you had to resolve a very difficult customer complaint and explain how the situation was resolved”.

During the interview, panel members will take notes and assess your answers to questions. This enables each candidate to be assessed in an equitable and fair manner.

If you do not understand a question, you should seek clarification before providing a reply.

After the Interview

In some cases, preferred applicants may be asked to undertake other selection tests.

Preferred applicants may be required to undertake a pre-employment medical to determine the applicant's suitability to carry out the inherent requirements of the position description. Some positions will require a Police clearance.

Should you be successful, a member of the panel will contact you verbally to offer you the position and agree on a commencement date. This would normally occur within a week of the interview. The Chief Executive Officer will forward an offer of employment in writing to the successful applicant.

If requested, the panel convenor will provide feedback to unsuccessful applicants who received an interview, indicating the reasons why their application was not successful.





Position Description

Title: Customer Service Officer

Level: Local Government Industry Award 2020 – Level 3

Department: Community and Customer Services

Position Objectives

To provide high quality customer service and effective administrative support to both internal and external customers.

Key Duties and Responsibilities

Customer Service

- Provide customer service in line with the Shire's Customer Service Charter.
- Respond to all telephone and counter enquiries and where necessary refer to the appropriate technical officer.
- Manage, process and respond to emails in the Shire inbox.
- Review and maintain the Shire's Customer Request Management System (CRMS).
- Process payments as per the Shire's Fees and Charges, including the receipting of monies, balancing of transactions, end of day reconciliation and the preparation of daily banking.
- Distribute Planning, Health and Building information packs and application forms in accordance with procedures.
- Maintain bookings register and ensure collection of monies.
- Maintain Dog & Cat Register, including annual renewal reminders and processing registrations.
- Process membership enquiries and applications for the Wongan-Ballidu Community Fitness Club.
- Process membership payments on behalf of St John Ambulance.
- Provide printing and other secretarial services to the general community where appropriate.
- Process and issue standpipe card applications in accordance with the procedure.
- Undertake Department of Transport licensing functions.
- Undertake other customer service duties as required.

Administration

- Process bookings of Council facilities including room and equipment hire, halls, buses and equipment, and maintain the appropriate records.
- Monitor stationery and other administrative supplies to ensure adequate stock is available and process orders for more stock when require.
- Ensure that records are maintained in the EDRMS appropriately in line with the Shire's Recordkeeping Policy.
- Maintain Library membership records and circulation of library materials in accordance with LISWA procedures.
- Maintain tidy appearance of Library stock and furniture.
- Carry out general Library duties including: Library material circulation, inter-library loan service, and Library acquisitions., and correct shelving of Library materials.
- Development and compilation of the Wonga-Balli Boomer.
- Provide administrative support within the organisation.
- Provide support in the delivery of events and workshops.
- Processing of daily incoming and outgoing mail/correspondence.
- Maintain refuse site register of tip passes.



Shire of Wongan-Ballidu

- Undertake other administration duties as required.

General

- Provide relief and assistance to other administration and finance staff, including rates, creditors/debtors, and related functions as needed.
- Assist with customer service and telephone inquiries in a professional and courteous manner.
- Comply with the Shire's Equal Opportunity, Discrimination, Harassment, and Bullying Policies at all times.
- Perform any other duties consistent with the level of this position and the principles of broad banding.

Work Health & Safety

- Follow and comply with all Work, Health & Safety and Environment policies and procedures to ensure personal safety and the safety of others is maintained at all times, including the reporting of unsafe practices or hazards to supervisors or WHS Representatives, whilst protecting and sustaining the environment and ensuring prevention of pollution.
- Co-operate with the employer in the carrying out obligations in accordance with the requirements of the *Work Health and Safety Act 2020*.
- Must comply with Council work injury management program.
- There is an obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- To observe all safe working practices as directed by the supervisor and use of personal protective equipment as provided.
- Report ALL accidents, incidents, near misses and hazardous situations arising in the course of work.
- Conform with the duty of care requirements ensuring their own safety and that of others through the prevention of any adverse acts or omissions.
- Must comply with safety procedures and directions agreed between management and employees with nominated or elected safety and health representatives.
- Must not wilfully interfere with or misuse items or facilities provided in the interest of safety and health of Council employees.
- Must use, store and maintain items, equipment and facilities provided in the interests of safety and health (protective clothing, machine guards, first aid provisions etc) in a manner in which he/she has been properly instructed.
- Must act in accordance with council procedures for accident and incident reporting, report potential and actual hazards and accidents/incidents to their supervisor and/or safety & health representative.
- Must co-operate with the employer in the carrying out of their obligations (WHS Act).
- Must comply with Council work injury management program.

Governance:

- Always ensure that you operate to the highest standards of integrity, corporate governance, and accountability, within an environment of transparency, trust, openness, honesty and fairness for all.
- Ensure that you always operate at the highest level of governance and accountability.
- Report any matters of non-compliance to your supervisor as soon as practicable after you become aware.
- Demonstrate and champion behaviour that is consistent with the Shire of Wongan Ballidu's values.
- Demonstrate commitment to applying relevant and applicable policies, procedures and legislation in the day-to-day performance of the functions of this position.
- The Shire of Wongan Ballidu actively promotes and encourages sustainability principles and practices. Employees are expected to embrace the concept of sustainability and demonstrate support in how they perform their role.
- Meet Work Health and Safety, anti-discrimination, equal opportunity and other legislative requirements in accordance with the parameters of the position.

Risk Management:

- Comply with the Shire's Risk Management Policy and procedures.
- Actively participate in the risk management program and organisational performance review and evaluation program.



Wongan-Ballidu

- Actively participate in the Shire's Continuous improvement program.

Code of Conduct:

- All employees are responsible for adhering to the Shire's Code of Conduct and the policies and procedures and CEO Instructions that support it.

Organisational Relationships

Responsible to:

- Manager Community and Customer Services

Supervision of:

- Not Applicable

Internal Liaison:

- Chief Executive Officer
- Other Council staff
- Shire President and Councillors

External Liaison:

- General public, ratepayers and residents
- Public Utilities and Government Authorities
- Community organisations.
- Businesses that interact with the Shire
- Other Local Government Authorities.
- Contractors and Consultants.

EXTENT OF AUTHORITY:

- Works within confines of policy and procedures, under the general supervision of the Manager Community and Customer Services.



Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position. Applicants who do not address the selection criteria as part of their application will not be considered for an interview.

Essential:

- Demonstrated experience in delivering exceptional customer service in a professional setting, including handling inquiries, complaints, and providing accurate information promptly.
- Demonstrated verbal and written communication skills, with the ability to communicate effectively with a diverse range of people, including customers, team members, and external stakeholders.
- Proven ability to manage administrative tasks such as data entry, record-keeping, filing, and correspondence.
- Strong organisational skills, with the capacity to prioritise tasks, manage competing deadlines, and work efficiently in a dynamic environment.
- Competence in using office software, including Microsoft Office Suite (Word, Excel, Outlook), customer relationship management (CRM) systems, and other relevant applications.
- Ability to identify issues, propose practical solutions, and demonstrate initiative in resolving challenges effectively while maintaining a customer-focused approach.
- Understanding and application of organisational policies, procedures, and regulatory requirements, ensuring compliance in all tasks and interactions.
- Experience working collaboratively in a team environment, contributing positively to team goals, and creating a supportive and inclusive workplace culture.

Desirable:

- Local government experience.

Agility Statement

The information contained in this position description is intended to describe the nature and level of work to be performed, it is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. As such the position incumbent may be reasonably directed by their line management to undertake duties within their known skills, knowledge and capabilities in addition to those directly highlighted above.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Remuneration Package

Position:	Customer Service Officer
Department:	Community and Customer Services
Position Classification:	Local Government Industry Award 2020: Level 3
Employment Type:	Full-Time (option of 9 day fortnight)
Location:	Community Resource Centre

Per Annum	Minimum
Salary:	\$61,503
Superannuation 12% SG	\$7,380
Council Matching Superannuation 3% (subject to employee contribution)	\$1,845
Leave Loading 17.5%	\$828
Uniform Allowance:	\$550
TOTAL PACKAGE	\$72,106

Other benefits include:

- Four (4) Health and Wellbeing Days per financial year.
- Two (2) Bonus Days – Easter and Christmas.
- Option of a 9 day fortnight.
- Free Annual Flu Vaccinations.
- Free EAP program.