

Casual Customer Services Officers

The Shire of Irwin invites applications from individuals who are passionate in delivering exceptional customer service to the community, tourists and our stakeholders.

As a representative of 'first impressions' to the Shire, our ideal candidates will be well presented, professional, engaging and are motivated to take ownership in the delivery of accurate information and assistance to our customers across the Shire's diverse services.

Reporting to the Acting Senior Customer Services Officer you will be working in a fast-paced environment where you will be responsible in managing daily challenges and changing priorities. You will also take pride in your surroundings at the Customer Services Centre which includes the Visitor Information Centre to promote tourist information within the Shire of Irwin.

Importantly, you will ensure every customer both external and internal is delivered with a satisfactory outcome.

Essential skills required for this position are:

- Demonstrated skills in customer service;
- Excellent communication and listening skills,
- Competent in money handling,
- Developed administrative duties;
- Sound computer skills; and
- A willingness to learn.

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

This position has a classification of Level 4 within the Local Government Industry Award 2020 with a salary range commencing at \$26.18c gross per hour plus casual loading.

How to apply

Applicants are required to submit a cover letter, resume and answer the selection criteria detailed with the Position Description which can be found on our website. Please refer to the Application Package available on our website at www.irwin.wa.gov.au for full details of the position. **Applications can be emailed to hr@irwin.wa.gov.au.**

The successful candidates 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 5:00 pm on Monday 11 December 2023

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.

Canvassing of Councillors will disqualify your application.

innovation
accountability
integrity
respect

Shane Ivers

Chief Executive Officer
Shire of Irwin



A Brilliant Blend