



CUSTOMER SERVICE OFFICER (FULL-TIME, FIXED-TERM)

The Shire of Mingenew is seeking an experienced Customer Service professional to provide leave coverage for our Customer Service Officer for a period of approximately 6 months, full-time (80 hours per fortnight with one RDO per month), with the possibility of an extension.

The Customer Service Officer position is an integral role, delivering a high level of quality customer service to the Shire's internal and external customers, in accordance with the Shire's Customer Service Charter. The Customer Service Officer will be responsible for responding to customer enquiries and providing Driver and Vehicle Licensing services, library services and providing general support within the Governance and Community team.

We offer above-award wages, starting from \$25 per hour (negotiable), dependent on demonstrated skill level, qualifications and experience. The position also attracts a communications allowance and housing subsidy for those living local or staff accommodation may be offered if required.

The best part of the role is the diversity of tasks, opportunities for learning and engagement with our community and visitors. You will get to work in a positive and inclusive work environment and be supported in your learning by an experienced team.

HOW TO APPLY

Please submit a current Resume with at least two recent and relevant referees, and a covering letter (no more than two pages) addressing the below selection criteria and your suitability to the role, to governance@mingenew.wa.gov.au, or by post to the Shire Office at the address below. For more information contact Erin Greaves, Governance & Community Manager on 0477 287 144.

Section Criteria

Essential

- Previous customer service experience (more than 2 years in similar work environment)
- Ability to time manage, problem solve and adapt to changing work demands
- Strong computer skills, particularly with the Microsoft Office suite
- Excellent communication skills – both written and verbal

Desirable

- Knowledge of local Shire and/or local government operations
- Valid WA Driver's Licence (C Class)

Applications close 9am Monday, 17 April 2023

Position Descriptions and further information is available at www.mingenew.wa.gov.au/careers

The preferred applicant will be required to undergo a Pre-employment Medical, including a drug and alcohol test, at the Shire's expense, prior to confirmation of employment. The preferred applicant will also be required to produce a National Police Clearance certificate, no less than 12 weeks old, prior to confirmation of employment (cost of application to be reimbursed to the applicant upon production of a valid receipt).

SHIRE OF MINGENEW 21 VICTORIA STREET (PO BOX 120) MINGENEW WA 6522

T: (08) 9928 1102 | E: ENQUIRIES@MINGENEW.WA.GOV.AU | W: MINGENEW.WA.GOV.AU