

Position Vacant – Customer Service Officer (Full-time)

Shire of West Arthur
PO Box 112
31 Burrowes Street
Darkan WA 6392
T: (08) 9736 2400
E: shire@westarthur.wa.gov.au



Join Our Team at the Shire of West Arthur!

Are you a self-motivated, enthusiastic, and confident individual looking for an exciting opportunity in local government? The Shire of West Arthur, located in Darkan, seeks a dedicated, customer-focused person to join our busy administrative team.

Key Responsibilities:

As the first point of contact for our customers, you will be responsible for:

- Answering incoming calls and addressing customer inquiries.
- Processing Department of Transport (DoT) licensing.
- Handling mail and preparing correspondence.
- Performing general office duties to support the smooth operation of our team.

What We're Looking For:

The ideal candidate will have:

- **High-level customer service skills:** You make people feel welcome and resolve their issues efficiently.
- **Strong organisational and computer skills:** You can manage multiple tasks and keep everything running smoothly.
- **Ability to work well under pressure:** You thrive in a busy environment and can handle challenges positively.
- **Team-oriented mindset:** You enjoy working with others, are open to learning new skills, and are willing to take on new responsibilities.

Training:

The successful applicant should be prepared for further training in Perth for Trellis (DoT Licensing).

Position Details:

- **Full-time permanent role:** 76 hours per fortnight.
- **Working hours:** 8:00 AM to 4:30 PM, Monday to Friday.
- **Rostered Day Off:** Every four weeks
- **Salary:** Level 2 plus 15% above the Local Government Industry Award 2020, with additional benefits.

How to Apply:

For more information and to access the application for employment form, please visit our website at www.westarthur.wa.gov.au. For job-related inquiries, please get in touch with Rajinder Sunner or Melinda King.

Application closing Date: Friday, 30 August 2024 at 5:00 pm

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Application Submission:

Please submit your application, including a resume, cover letter, and contact details of two recent work-related referees, to:

Chief Executive Officer

Shire of West Arthur
31 Burrowes Street
Darkan, WA 6392

Alternatively, applications can be submitted electronically to shire@westarthur.wa.gov.au.

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