



# **Shire of Kulin**

**Community Resource Centre  
Customer Service Officer**

**Information Package 2025**



# Community Resource Centre Customer Service Officer Information Package 2025

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The Shire of Kulin is seeking a friendly, motivated Customer Service Officer to join our team at the Community Resource Centre.

In this role, you'll be helping to deliver high-quality customer service, support the Centre's daily operations, and assist with the delivery of local programs and events. The position will be a fixed term 6-month contract.

This is your chance to be part of a dynamic, community-focused environment where can

In your role you will

- Provide assistance, to officers and the public in the performance of a variety of duties carried out at the Kulin Community Resource Centre.
- Provide efficient customer service to visitors and local clients.

The position is a fixed term contract for 6 months. The package includes superannuation, subsidised Council housing and other benefits.

To obtain the application package either visit Council's website [www.kulin.wa.gov.au](http://www.kulin.wa.gov.au) or email [emcs@kulin.wa.gov.au](mailto:emcs@kulin.wa.gov.au). Further enquires can be directed to the Executive Manager of Community Services, Taryn Scadding on (08) 9880 1204.

# POSITION DESCRIPTION

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<b>Position Title</b>	Community Resource Centre Customer Service Officer
<b>Award/Agreement</b>	Local Government Industry Award 2020
<b>Classification</b>	Level 1
<b>Status/Hours</b>	Full-time 76 hours per fortnight 6 Month Contract

## Position Summary

The Community Resource Centre Customer Service Officer will

- Provide assistance, under supervision, to officers and the public in the performance of a variety of duties carried out at the Kulin Community Resource Centre.
- Provide efficient customer service to visitors and local clients.

## Position Acknowledgement and Acceptance

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The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Alan Leeson  
Chief Executive Officer  
Shire of Kulin

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

## Operational

Key Duties	
Key roles of the Community Resource Centre Customer Service Officer are:	
<b>Client Services</b>	<ul style="list-style-type: none"><li>▪ Customer service officer for the Community Resource Centre (CRC) and Shire of Kulin</li><li>▪ Assist Customers with "in person" front counter enquiries and answering phones</li><li>▪ Assist tourists with information on Kulin including accommodation needs, attractions, maps and brochures</li><li>▪ Printing/photocopying, binding/laminating, scanning/emailing/faxing. Desktop publishing and general administration duties</li></ul>
<b>Administration and Management</b>	<ul style="list-style-type: none"><li>▪ Assist the Executive Manager of Community Services to initiate, administer and coordinate any projects undertaken by the CRC and Shire of Kulin</li><li>▪ Assist the Executive Manager of Community Services to initiate, plan, organise and coordinate any events or activities undertaken by the CRC and Shire of Kulin</li><li>▪ Maintain tidiness and cleanliness of the CRC and Shire of Kulin</li><li>▪ Assist in the day-to-day operation of the CRC and Shire of Kulin including customer service</li></ul>
<b>Research, Planning and Marketing</b>	<ul style="list-style-type: none"><li>▪ Prepare content and support the publication of Kulin Update, promotions, articles, media and advertising either as standalone content or for inclusion on Shire website and social media platforms.</li><li>▪ Promote all the capabilities of the CRC within the Community.</li></ul>
<b>Other Duties</b>	<ul style="list-style-type: none"><li>▪ Undertake any other tasks as directed by the Executive Manager of Community Services</li></ul>

## Knowledge and Skills

Selection Criteria	
<b>Skills</b>	<ul style="list-style-type: none"><li>▪ No formal qualifications required at this level</li><li>▪ Basic written and verbal communication skills.</li><li>▪ Willingness to learn and contribute as part of a team</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>▪ Police Clearance – It is a requirement for all employees of the Shire of Kulin to provide a National Police Clearance (at interview or within 3 months of appointment) and maintain a clear record as it pertains to the requirements of the role, duties and obligations of the position.</li><li>▪ Current C class Drivers Licence</li><li>▪ Working with Children Check (within 3 months of start date)</li></ul>
<b>Essential</b>	<ul style="list-style-type: none"><li>▪ Basic keyboard skills</li><li>▪ Basic written and verbal communication skills.</li><li>▪ Ability to work independently with limited supervision</li><li>▪ Basic research skills</li></ul>

## General Responsibilities

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Personal Attributes	
<ul style="list-style-type: none"><li>▪</li><li>▪</li><li>▪</li><li>▪</li><li>▪</li></ul>	Ability to work cohesively, efficiently and effectively in a team environment, with consideration, respect, honesty integrity and accountability.
	Basic interpersonal and presentation skills.
	Ability to communicate with people of diverse ages and backgrounds.
	Innovative and strategic thinker who can deliver organisational and corporate priorities.
	Political awareness
Contract Period	
<ul style="list-style-type: none"><li>▪</li></ul>	The contract is for a period of 6 months only. After that time the employer is not obliged to keep the CSO on as an employee

## Extent of Authority

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- The position operates under the general guidance of the Executive Manager of Community Services.
- Position operates within the confines of Council's Annual Budget, Policy Manual and Strategic Plans, Occupational Safety and Health Act and Regulations and Code of Practice.

## Organisational Relationships

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Position reports to:	Executive Manager of Community Services
Supervision of:	N/A
Internal Liaison:	Chief Executive Officer Staff Council
External Liaison:	Public Schools Community Groups State Government Agencies

# Remuneration Package and Terms and Conditions of Employment

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## **POSITION:**

The duties of this position are outlined in the attached Position Description (PD). You will be required to perform these duties, and any other duties the employer may assign to you, having regard to your skills, training and experience.

## **PROBATION:**

A 3-month probationary period applies. During this time, we will assess your progress and performance in the position. During the probation period you or the employer may end your employment by providing notice in accordance with the Fair Work Act 2009.

## **TERMS AND CONDITIONS OF EMPLOYMENT:**

Unless more generous provisions are provided in this letter, the terms and conditions of your employment will be those set out in the Local Government Industry Award 2020 (the Award) and applicable legislation. This includes, but is not limited to, the National Employment Standards in the Fair Work Act 2009. Neither the Award nor any applicable legislation are incorporated into your contract of employment.

## **HOURS OF EMPLOYMENT:**

The Full Time Equivalent of this position is 38 hours per week. This role would be required to work a mixture of office hours, after hours and weekend hours.

Normal working hours are 8:30am to 5.00pm with a half-hour lunch break plus any reasonable additional hours that are necessary to fulfil your duties or as otherwise required by the employer. Depending upon hours worked, this position has the potential to accrue Time in Lieu.

## **LEAVE**

You are entitled to leave (e.g. annual, personal, carers, compassionate, parental, and long service leave) in accordance with the Award and the National Employment Standards.

## **PERFORMANCE APPRAISALS**

The Shire of Kulin has an ongoing Performance Appraisal system. Discussions with your Supervisor occur regularly throughout a working fortnight and conversations about your performance and duties are usually included; it is the responsibility of all staff to ensure these engagements with the Supervisor are maintained.

## **DUTIES AND OBLIGATIONS**

You will be required to:

- Perform all duties to the best of your ability at all times.
- Attend work in a state fit for work; including mentally alert and not under the influence of alcohol and/or drugs (suspension of employment provisions apply).
- Use your best endeavours to promote and protect the interests of the Shire of Kulin at all times.
- Follow all reasonable and lawful directions given to you by the Shire of Kulin, including complying with Shire policies and procedures as amended from time to time. These policies are not incorporated into your contract of employment.

## **TERMINATION OF EMPLOYMENT**

Under the Fair Work Act 2009 the employer may terminate your employment at any time by providing you with notice in writing in accordance:

<b>Length of continuous service with employer</b>	<b>Period of notice</b>
Not more than 1 year	1 week
More than 1 year but less than 3 years	2 weeks
More than 3 years, but less than 5 years	3 weeks
More than 5 years	4 weeks

You are entitled to an additional week's notice if you are over 45 years old and have completed at least 2 years of continuous service with the employer on the day the notice of termination is given. If you wish to terminate your employment you are required to provide the employer with prior notice in accordance with the table above.

## Submitting Your Application

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### Statement of Claims Against the Selection Criteria

Your selection for an interview will depend on you demonstrating that you meet the Essential Criteria.

#### When preparing your statement of claims

- Treat each selection criterion separately. Use each criterion as a heading and provide your statement underneath that heading.
- Provide a brief statement, which relates your experience, skills and knowledge to the particular criterion. The length of your statement for each criterion is dependent on the position you are applying for and your discretion. As a guideline, a quarter to half a page is generally acceptable. You should provide specific examples in your statement to back up your claims.
- Provide details of any activities you have undertaken outside of work which are relevant to the application.

#### Referees

- Applicants are required to nominate two work referees in support of their application. These referees should be able to comment on your work experience, skills and knowledge in relation to the selection criteria.
- Provide names, relationship to you (i.e. Supervisor), work addresses and daytime telephone numbers.
- We understand you may not wish us to contact current work referees initially, if this is the case please let us know.

#### General Application Information

- Applicants should submit typed applications.
- When lodging your application, submit a covering letter, Resume, Statement of claims responding to the selection criteria and written references.
- Please only include photocopies of your attachments as the application will not be returned.
- Canvassing of elected members is prohibited and any applicant known to have done so may be disqualified.

#### Delivery of Application

You may email your application. Applications must arrive by **4.30pm on Friday 31<sup>st</sup> July 2025**.

Mark your application:

"Confidential Application – Community Resource Centre Customer Service Officer"

Attention: CEO – Shire of Kulin

Via Email: [emcs@kulin.wa.gov.au](mailto:emcs@kulin.wa.gov.au)

Should you require any further information or assistance please contact:

Taryn Scadding

Tel: 08 9880 1204

Email: [emcs@kulin.wa.gov.au](mailto:emcs@kulin.wa.gov.au)



## The Interview

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### Preparing for the Interview

An interview will be conducted by the CEO and Members of the Shire Executive.

The interview questions will relate to the Selection Criteria for the position and the same questions will be asked of each person interviewed for the position.

To prepare yourself for the questions which may be asked:

- Be aware of what the job involves. This information can be established from the position description
- Focus on the selection criteria and think of examples of situations where you have applied the relevant skills and abilities.
- Focus on the duties and responsibilities of the position and how you would carry them out. Think of any problems you would encounter and how you would resolve them.
- If you have any relevant reports or other work you have which will provide examples of your skills and abilities, you should prepare it for presentation at the interview
- Prepare a few questions that you may wish to ask.

### The Selection Interview

There is no need to hire or buy special clothes for the interview. Dress as you would usually do for work.

During the interview:

- Do not assume that your interviewer knows about your suitability for the position even though you may have worked with them or have had previous experience in the position for which you have applied.
- Take time to answer each question.
- If you do not understand a question, ask for clarification or for the interviewer to repeat the question before providing a reply.
- Give direct answers to questions. Be honest if you do not know the answer to a factual question. Where possible relate your answers to direct experience you have had.
- When the opportunity is presented, feel free to ask any questions you may have, relevant to the position. Avoid asking questions "just for the sake of it". If you do not have any questions do not hesitate to say so.

The interview panel will record your replies to the questions to assist them in accurately recalling your details when they are making their final decision.

### After the Interview

You will be notified of the outcome of your application. When you have been advised of the result of your application, you are encouraged to seek feedback.

## The Shire of Kulin - Overview

The Shire of Kulin is situated in the Central Wheatbelt 280km southeast of Perth. The Shire comprises of four townsites Kulin, Pingaring, Dudinin and Holt Rock. The main industry within the Shire is agriculture with most farmers growing cereal crops and sheep for meat and wool. With a population of approximately 700 people statistically we are a small town however when it comes to spirit this town is far from small.



The community has rallied together over the past few decades and worked together to create and construct community facilities and events which unite and ignite our town. Some of the remarkable achievements which have been realised are the Kulin Bush Races, a community owned and run bank, the Kulin Retirement Homes and the Cultivating Kulin Committee as a fundraising body fundraising for facilities such as the All Ages Precinct.

The town also boasts modern recreational facilities with an extensive aquatic centre which includes the longest slide in regional WA, football & hockey oval, indoor netball & basketball courts, competition sized bowling rink, tennis courts, 18-hole golf course and extensive town park which includes grassed area, shelter & seating, gardens, BBQ facilities, skate park, pump track, & basketball court.

There are services available in town which include a District High School, medical facilities with visiting doctor, nurses and visiting primary health specialists such as physiotherapist, speech therapist, infant health care, home and community care, Child Care Centre, Community Resource Centre, Visitor's Centre, Caravan Park, Police Station, supermarket, hotel, mechanic, hardware stores, Post Office, Library, beauty therapist and hairdressers

The Shire itself covers an area of over 4,700km<sup>2</sup> with a road network of over 1,600km.

Our Shire services the community in several ways including:

- the construction and maintenance of local roads, footpaths & drainage, public buildings and facilities.
- the provision of recreation facilities, such as parks and gardens, sports fields, golf courses, swimming pools, recreation centres, town halls and caravan parks
- the provision and maintenance of community services such as childcare, aged care and accommodation, community care, community transport, emergency services, welfare services
- lobbying and working with State and Federal Government, regional organisations and agencies
- advocating for local needs whilst operating in a regional context, corporate governance to ensure it delivers good decision making, leadership and professional management

For more information on the Shire of Kulin and the Kulin Region please see our website:

[www.kulin.wa.gov.au](http://www.kulin.wa.gov.au)

[www.visitkulin.wa.gov.au](http://www.visitkulin.wa.gov.au)

