



# **Shire of Kulin**

## **Customer & Administration Officer**

### **Information Package 2025**



# Customer & Administration Officer

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The Customer & Administration Officer plays a key role in supporting the efficient operations of the Shire of Kulin and Community Resource Centre (CRC) by providing high-quality customer service, administrative assistance, and financial processing.

The position provides administrative support across a wide range of functions, including project and event coordination, communications and marketing, and the preparation of publications such as The Kulin Update. A core responsibility is to assist with financial processes, including payroll data entry, debtor invoicing, receipting, reconciliations, and daily banking, while ensuring accuracy, confidentiality, and compliance with financial procedures.

This role requires a well-organised and customer-focused individual with strong attention to detail, who can balance competing priorities and provide reliable support to both the Community Services team and the Shire's financial services.

Shire of Kulin can offer a traineeship for this position in which you will receive on and off the job training to satisfy the objectives and requirements of a Certificate of Business Administration, Marketing and Communication, Business and Finance or Tourism and Events.

The position description, terms of employment and details of the remuneration package are outlined below.

Further enquires can be directed to the Executive Manager of Financial Services, Fiona Murphy on (08) 9880 1204.

# POSITION DESCRIPTION

<b>Position Title</b>	Administration & Finance Officer
<b>Award/Agreement</b>	<b>Local Government Industry Award 2020 Industrial Agreement</b>
<b>Classification</b>	Level 3
<b>Status/Hours</b>	Full time – 76 Hours per fortnight

## Position Summary

The role supports the Shire of Kulin and Community Resource Centre by providing quality customer service, administrative support, and assistance with financial processes. The role includes tasks such as event coordination, marketing, publication preparation, and financial duties including payroll data entry, invoicing, and banking.

## Operational

<b>Key Duties</b>
<p>Key roles of the Customer &amp; Administration Officer:</p> <p><b>Client Services</b></p> <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> <p><b>Administration and Management</b></p> <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> <p><b>Research, Planning and Marketing</b></p> <ul style="list-style-type: none"><li>• Prepare content and support the publication of The 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> <p><b>Payroll</b></p> <ul style="list-style-type: none"><li>• Enter fortnightly payroll data.</li><li>• Assist with preparation of fortnightly payroll processing and related reporting.</li><li>• Maintain confidentiality of payroll information.</li></ul> <p><b>Debtors</b></p> <ul style="list-style-type: none"><li>• Prepare debtor invoices, including fuel, water, facility hire, and other charges.</li><li>• Issue monthly debtor statements and follow up overdue accounts.</li><li>• Maintain debtor records and reconciliations.</li><li>• Respond to debtor account queries promptly and professionally.</li></ul> <p><b>Banking &amp; Receipting</b></p> <ul style="list-style-type: none"><li>• Complete daily banking and reconciliation of EFT, cash, and cheque payments.</li><li>• Accurately receipt monies received at the front counter or electronically.</li><li>• Maintain accurate records of transactions in line with financial procedures.</li></ul>

## Knowledge and Skills

Selection Criteria	
<b>Essential</b>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>- Strong numeracy and accuracy in data entry.</li> <li>- Computer literacy, including MS Word, Excel, Adobe/Canva (or similar desktop publishing software).</li> <li>- Ability to manage multiple tasks and meet deadlines.</li> <li>- Strong written communication and editing skills.</li> <li>- Effective interpersonal skills and ability to liaise with a wide range of stakeholders.</li> <li>- Ability to work cohesively, efficiently and effectively in a team environment, with consideration, respect, honesty, integrity and accountability.</li> <li>- Ability to communicate with people of diverse ages and backgrounds.</li> <li>- Political awareness</li> </ul> <p><b>Police Clearance</b></p> <p>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.</p> <p><b>Working with Children Check</b></p> <p>A valid Working with Children Check, or willingness to obtain, is required.</p>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>- Experience in payroll processing and/or debtor management.</li> <li>- C Class Driver's Licence</li> </ul>

## Appointment Factors

Extent of Authority	
	<ul style="list-style-type: none"> <li>▪ Operates under direction of the Executive Manager of Financial Services within established guidelines, procedures, and policies of Council as well as all statutory provisions of the Local Government Act 1995 and other legislation.</li> <li>▪ As per Council Policy Manual and Delegation Register</li> </ul>
Organisational Relationships	
<b>Position Reports to:</b>	<ul style="list-style-type: none"> <li>▪ Executive Manager of Financial Services</li> <li>▪ Executive Manager Community Services</li> </ul>
<b>Supervision of:</b>	<ul style="list-style-type: none"> <li>▪ NA</li> </ul>
<b>Internal Liaison</b>	<ul style="list-style-type: none"> <li>▪ Chief Executive Officer</li> <li>▪ Staff</li> <li>▪ Council</li> </ul>
<b>External Liaison</b>	<ul style="list-style-type: none"> <li>▪ General Public</li> <li>▪ Ratepayers</li> <li>▪ Debtors</li> </ul>
Employment Terms	
	<ul style="list-style-type: none"> <li>▪ The <b>Local Government Industry Award 2020</b> Industrial Agreement applies to this position.</li> <li>▪ A Probationary period will apply to this position in accordance with Shire policy.</li> </ul>

## 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.

### **REMUNERATION**

A cash salary between \$69,071 - \$81,797 per annum including superannuation. Additional benefits include additional Council matched superannuation, uniform allowance, generous housing allowance (where applicable), and two extra Local Government public holidays. Employees also enjoy the Key to Kulin benefits package, which provides free aquatic centre season pass, recreation centre membership, sporting club membership, and partial reimbursement of childcare fees. Housing may also be available.

The Shire offers salary packaging options such as purchased leave, portable electronic devices, and novated leasing. Other health and wellbeing benefits include bi-annual skin checks and annual flu vaccinations.

### **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 Award 2020 Industrial Agreement (the Agreement) and applicable legislation including the Industrial Relations Act 1979 and the Minimum Conditions of Employment Act 1993 (WA).

Your employment may be terminated at any time by providing you with notice, to apply at the end of your current engagement.

### **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 Agreement and the Minimum Conditions of Employment Act 1993 (WA).

### **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 Agreement the employer may terminate your employment at any time by providing you with notice in writing in accordance with this table:

Length of continuous service with employer	Period of notice
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

### Confidentiality

By accepting this letter of offer, you acknowledge and agree that you will not, during the course of your employment or thereafter, except with the consent of the employer, as required by law or in the performance of your duties, use or disclose confidential information relating to the business of the employer. **ALL** records relating to Shire business, clients, customers and staff are confidential and must be treated according to our policy and the Privacy Act.

**Attendance and absence notifications** – Employment Awards detail a range of responsibilities for employees, both in attendance and the notification if you cannot attend work. Our view is that these obligations are a minimum standard; our expectations are that together we will share as much information as necessary to ensure your absence has minimal impact and that we together can hasten your return to work and maximise the benefits to you of being a Shire employee.

**Equal Employment Opportunity Act (1984), Racial Discrimination Act (1975)** – our employees have obligations to ensure no breaches of these Acts occur both in the workplace and outside of the workplace in the name of the Shire of Kulin.

**Occupational Safety and Health Act and Regulations (1985)** – employees have obligations under this legislation to ensure that a safe workplace and work environment is maintained at all times.

**Code of Conduct and Administrative policies** – The Shire of Kulin has a range of policies that employees commit to uphold – e.g. vehicle use, customer service, email use, Information Technology (IT) use, plant operation and maintenance.

**Smoke Free Workplace** – The Shire has policy in relation to NO smoking in vehicles and at numerous locations/buildings Smoke Free rules apply. Smoking is not permitted on the premises or within 5 metres of the entrance usually. Smoking is not encouraged in working time.

The full extent of employer and employee obligations will be outlined to you during your induction process – though the ultimate responsibility to meet these obligations rests with you. As an employee you will have some awareness of these matters, but as things change regularly, you are required to update yourself with these provisions and obligations. If you have any doubts about your obligations, please discuss with your Supervisor.

## INDUCTION

For all employees, induction is an ongoing process. Whilst the Shire of Kulin holds induction training for each new employee and we endeavour to make you as knowledgeable in your role as soon as possible; each of the Induction learnings may take a little time to grasp. The Shire commits to providing all the knowledge to undertake your role as per the position description; any additional matters or learnings you require should be discussed with your Supervisor. Employees will be required to sign off at the completion of their induction training or upon receipt of relevant Induction materials and information to confirm they have achieved/received the various components.

## 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 19<sup>th</sup> September 2025**.

Mark your application:

“Confidential Application – Customer & Administrative Officer”

Attention: CEO – Shire of Kulin

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

Should you require any further information or assistance please contact:

Fiona Murphy

Tel: 08 9880 1204

Email: [emfs@kulin.wa.gov.au](mailto:emfs@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, child health care, CHSP, 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.com.au](http://www.visitkulin.com.au)

