



**SHIRE OF MORAWA**

**CUSTOMER AND CORPORATE**

**SUPPORT OFFICER**

**APPLICATION PACKAGE**

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

*The Shire of Morawa acknowledges the Yamatji People as the Traditional Owners of the land where the Shire is situated. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples living within the Shire of Morawa.*

**SHIRE OF MORAWA**

**JOB VACANCY**

## **Customer and Corporate Support Officer**



<b>Work Type:</b>	Permanent
<b>Award</b>	Local Government Officers (Western Australia) Award 2021 – Level 3 or 4 depending on skills and experience
<b>Remuneration Range:</b>	\$57,766 - \$ 74,186 per annum
<b>Location:</b>	Shire of Morawa Administration Office
<b>Closing Date:</b>	4pm on Friday, 15 November 2024

### **COUNTRY LIVING AND CAREER DEVELOPMENT**

If you are looking to get out of the busy city and move to a more enjoyable balanced lifestyle, then Morawa is the place to be. A family-orientated town with a strong sense of community, located less than 4 hours north of Perth, about 1 ½ hours from Geraldton, and only an hour from Dongara's fabulous beaches.

With benefits of a small country town Morawa is an ideal location for young families, entrepreneurs, individuals ready to start their career or those looking to refresh at the back end of their career. Morawa is a town where children still play in the streets, people know their neighbours, and people regularly get together at the various clubs to have a game or just to catch up socially. With access to excellent educational facilities and a range of local medical services, and recreational facilities comparable to large regional centres, Morawa has a great combination of isolation and comfort.

This role is a fantastic and rare opportunity to hone your skills as a Customer and Corporate Support Officer in a multidisciplinary Local Government setting. Although not essential as we are all about providing training, applicants with local government, transport services, and general finance administration experience will be highly regarded. This position will be primarily based on the Shire's front counter but may also be deployed into the Finance, Governance, Community Support, or other administrative teams. We welcome applications that are new to the workforce, with all on job training provided for the successful applicant.

This is a challenging role that offers exposure to all facets of the Shire's operations, and regular interaction with the community members and visitors to the district. The ability to multitask is key, and a positive demeanour will go a long way towards ensuring success in this role.

With a beautiful Mediterranean climate, and stunning wildflowers in Spring, Morawa makes for the perfect country escape. There is no time like now to work and live in our friendly and relaxed community.

### About You

YOU are a pro-active, results driven individual renowned for your ability to multitask.

YOU are confident and can demonstrate the ability to apply positivity and have contagious enthusiasm in delivering core values of business to a team and customers.

YOU are adaptable and flexible to changing business needs.

YOU are a driven high performer in team culture that is committed to providing outstanding customer service through your willingness to learn and be diverse and your exceptional interactions

YOU are experienced in administrative structures and provide the right attitude every time

### Remuneration Package

\$57,766 - \$ 74,186 includes cash, 11.5% superannuation. Other benefits could include matching 5% superannuation co-contribution and healthy living reimbursement.

### Further Information

An application package containing the position description for the role can be obtained from the Shire of Morawa website on [www.morawa.wa.gov.au](http://www.morawa.wa.gov.au). Further information can be obtained by contacting the Acting Executive Manager Corporate and Community Services, Mike Cole on [\(08\) 9971 1204](tel:0899711204).

### Submitting an Application

Your application should include a covering letter explaining your interest in the position and a current resume detailing your qualifications, experience, and suitability for the position by demonstrating you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties required. It is essential that the information you provide is clear, concise, and relevant, so that the selection panel can readily assess your application.

Electronic applications can be submitted via the Shire's website: [www.morawa.wa.gov.au/employment](http://www.morawa.wa.gov.au/employment) or sent via email to [emccs@morawa.wa.gov.au](mailto:emccs@morawa.wa.gov.au)

Posted applications should be marked "Private and Confidential" and addressed to;

Chief Executive Officer  
Shire of Morawa  
PO Box 26  
MORAWA, WA 6623

All submissions must be received by **4pm on Friday, 15 November 2024**.

### Equal Employment Opportunity Statement

The Shire of Morawa is committed to creating a diverse work environment and is proud to be an equal opportunity employer. The Shire maintains an equal opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.

**SHIRE OF MORAWA**  
**POSITION DESCRIPTION**



POSITION DETAIL	
Position title	Customer and Corporate Support Officer
Department	Corporate Services
Work location	Morawa Shire Administration Centre
Employment Type	Full Time (part time applicants will be considered)
Award	Local Government Officers' (Western Australia) Award 2021
Level	Level 3 or 4 depending on skills, qualifications, and experience
Positions supervised	None
Reports to	Executive Manager Corporate and Community Services
Summary and Objectives	<p>Provide quality customer service at all times, ensuring corporate tasks are completed to a high standard, on time and in line with all Shire policies and procedures.</p> <p>Provide timely and accurate assistance with corporate functions including finance, records, ICT, and other administrative areas.</p>
Date (revised)	August 2022

THE ORGANISATION	
<p><b>Our Community Vision is:</b></p> <p><i>"A welcoming and inclusive community that embraces what makes it unique, offering liveability, variety, and opportunity for all."</i></p>	
<p><b>Our Organizational values are:</b></p> <ul style="list-style-type: none"> <li>• <i>We will be open and accountable</i></li> <li>• <i>We will have informed decision making</i></li> <li>• <i>We will be collaborative</i></li> <li>• <i>We will listen, communicate and respond</i></li> </ul>	<p><b>Our Foundational Cultural Values</b> are that we put C.A.R.E into what we do:</p> <ul style="list-style-type: none"> <li>• <i>Commitment</i></li> <li>• <i>Attitude</i></li> <li>• <i>Respect</i></li> <li>• <i>Excellence</i></li> </ul>

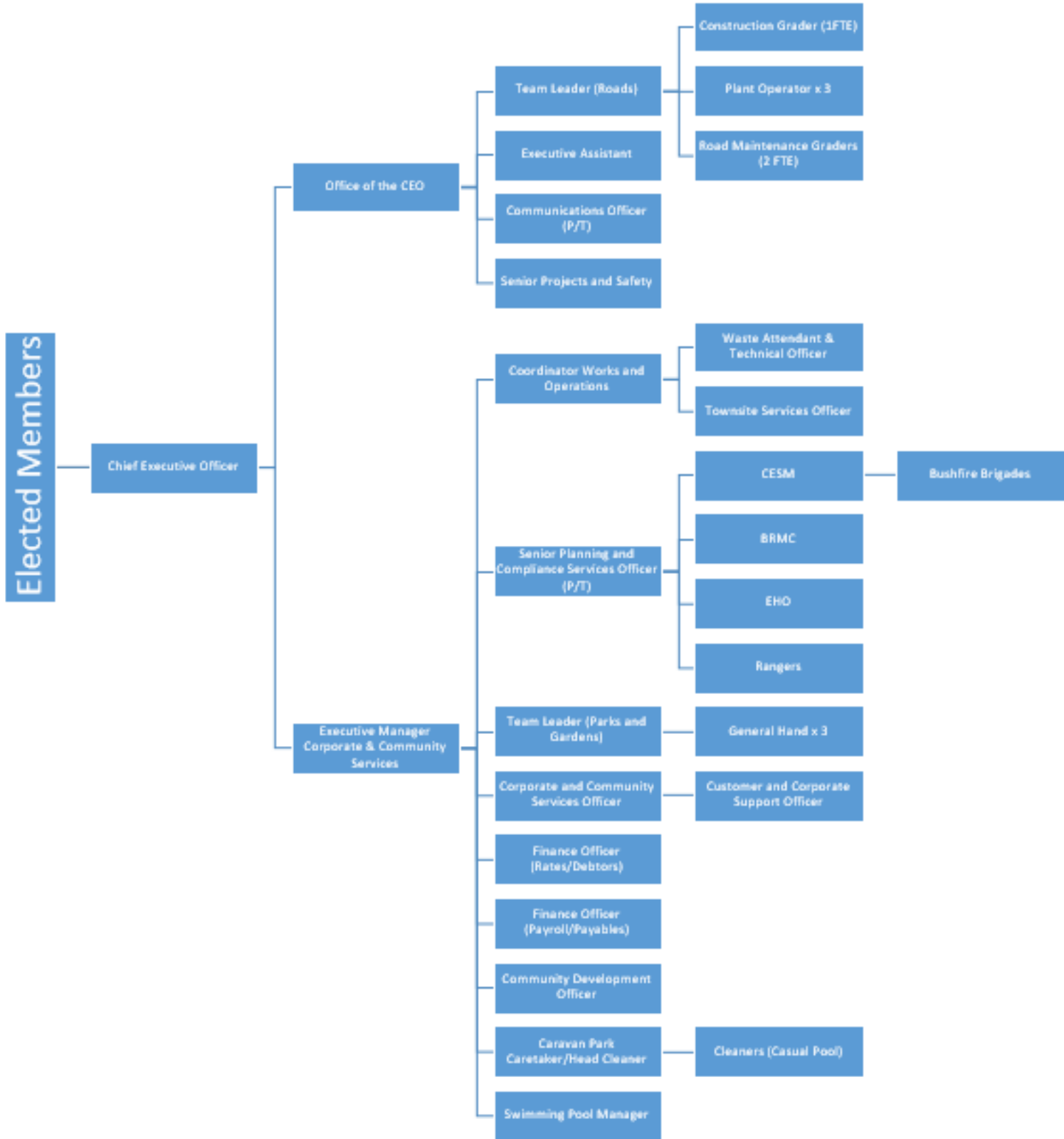
SELECTION CRITERIA	
Essential	<ul style="list-style-type: none"> <li>• A 'can do' attitude and willingness to Break New Ground and implement new ideas</li> <li>• Situational intelligence and an ability to maintain a high level of confidentiality</li> <li>• Ability to effectively manage time and willingness to work positively as an integral part of a small, efficient team, with a keen desire to 'get the job done properly the first time'</li> <li>• Developed written, verbal and customer service skills</li> <li>• Advanced computer skills</li> <li>• National Police Clearance and pre-employment medical (less than 3 months old)</li> <li>• High attention to detail</li> </ul>

Desirable	<ul style="list-style-type: none"> <li>• Local Government Experience</li> <li>• Finance administration experience</li> <li>• Department of Transport system experience</li> <li>• Experience with Synergy Soft/IT Vision software</li> <li>• Customer Service and cash handling experience</li> </ul>
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<b>RESPONSIBILITIES AND DUTIES</b>	
Customer Support	<ul style="list-style-type: none"> <li>• Front counter and public information</li> <li>• Cash handling, cash receipting and bank deposits.</li> <li>• Manage incoming and outgoing mail.</li> <li>• Record keeping of correspondence and documents.</li> <li>• Monitor and respond to incoming email, phone, and letter enquiries.</li> <li>• Provide library services.</li> <li>• Manage stationery supplies.</li> <li>• Take bookings for Council facilities.</li> <li>• Provide vehicle licensing services</li> <li>• Complete administrative tasks.</li> <li>• Any other duties as directed by the Executive Manager Corporate and Community Services.</li> </ul>
Corporate Support	<p><b>Assist with:</b></p> <ul style="list-style-type: none"> <li>• Monthly reconciliations</li> <li>• Complete all required tasks to process debtors, creditors and reconciliations as directed by Supervisor or the EMCCS</li> <li>• Setup of Council Meetings and other meetings/functions/events</li> <li>• Manage Office supplies</li> <li>• Maintain procedure manuals</li> <li>• Any other tasks delegated by the EMMCS</li> <li>• Conduct records management and archiving duties</li> </ul>
Organisational	<ul style="list-style-type: none"> <li>• Demonstrates a positive commitment to the Shire Code of Conduct and Policies</li> <li>• Embrace, support and participate in change to assist in achieving the Shire's goals and objectives</li> <li>• The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire</li> <li>• Actively participate in the ongoing development, compliance and promotion of professional customer service standards</li> <li>• Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery</li> <li>• Promote, maintain and improve the working environment and practices to ensure compliance with: <ul style="list-style-type: none"> <li>○ Industrial Awards</li> <li>○ WHS legislation</li> <li>○ EEO legislation</li> <li>○ Shire Code of Conduct</li> <li>○ Shire Policies and Procedures</li> </ul> </li> </ul>
Workplace Safety & Health	<ul style="list-style-type: none"> <li>• Comply with WHS legislation and workplace procedures for risk identification, risk assessment and risk control</li> <li>• Participate in activities associated with the management of workplace health and safety</li> </ul>



# SHIRE OF MORAWA ORGANISATIONAL STRUCTURE





## **CUSTOMER AND CORPORATE SUPPORT OFFICER**

The Shire of Morawa is seeking a motivated and hard working Customer and Corporate Support Officer to be the first point of contact for customers and assist all administrative areas with corporate functions. Applicants with local government, transport services, and general finance administration experience will be highly regarded, but the main requirement of the role is the right attitude, the ability to learn, and a commitment to excellence at all times.

The position of Customer and Corporate Officer will be primarily based on the Shire's front counter but may also be deployed into the Finance, Governance, Community Support, or other administrative teams.

The Shire is offering a remuneration package from \$57,766 - \$ 74,186 inclusive of cash component and 11.5% superannuation. Other benefits could include matching 5% superannuation co-contribution, housing and healthy living reimbursement. This position will be ideal for someone with a can-do attitude, strong attention to detail, and the ability to juggle multiple tasks. If you have the right attitude and energy for the role, then we want to hear from you.

An application package containing the position description for the role can be obtained from the Shire of Morawa website on [www.morawa.wa.gov.au](http://www.morawa.wa.gov.au). Further information can be obtained by contacting the Acting Executive Manager Corporate and Community Services, Mike Cole on (08) 9971 1204.

Applications should include a covering letter outlining their interest in the position and their alignment to the selection criteria, as well as a current resume detailing qualifications, experience, and at least two trade references, marked "Private and Confidential" and be forwarded to;

Acting Chief Executive Officer  
Shire of Morawa  
PO Box 14  
MORAWA, WA 6623

or via email to [emccs@morawa.wa.gov.au](mailto:emccs@morawa.wa.gov.au) by 4pm on Friday, 15 November 2024.

Jackie Hawkins  
**Acting Chief Executive Officer**