

Application Package

Customer Service Officer - Traineeship (12 month fixed term contact)

The Shire of Boddington is located in the Gnaala Karla Booja region. Sitting on the banks of the picturesque Hotham River, Boddington is flowing with natural beauty. With warm and welcoming rustic country charm, and affordable housing, it may be one of Western Australia's best kept secrets.

Less than 1 hour from Armadale and Mandurah, the Shire of Boddington covers 1,900 square kilometres and is home to approximately 1,759 people. Five main rivers flow through the Shire and over 40 percent of the area is state forest, making it an ideal destination for hiking, cycling, canoeing, horse-riding, birdwatch and viewing wildflowers.

Boddington Lions Rodeo, the largest rodeo event in WA draws large number of visitors each year. Other attractions include the Medieval Fayre & Feast, South32 Summer by the River, Boddington Country Muster, Quindanning Picnic Race Day, Field of Quilts and the historic Quindanning Tavern.

There is a strong sense of community in Boddington with a number of sporting and volunteer groups actively in operation. These range from youth and senior groups, football, cricket, tennis and swimming clubs.

Boddington is well serviced with a local hospital, medical centre, childcare facility, school catering from kindergarten to year 10, an established arts centre, and various sports and recreation facilities. Hotham Park provides locals and visitors with an opportunity to enjoy an amazing adventure playground, complete with nature play areas, an outdoor gym, half basketball, skate park, pump track, BBQ facilities, and a riverside cafe. It is the perfect location for active families to play and exercise together.

Working for Us

The Shire, is a values driven organisation, understanding that its employees play a vital role in realising the community's vision of becoming a town "well known for being a vibrant and connected community with excellent lifestyle and employment opportunities in a beautiful natural environment".

The Shire values inform our work and interactions with each other and the community. Our culture is our values in action.

- Transparency: Being open and accountable
- Honesty: Acting with integrity and building trust
- Respect: Being tolerant, helpful, and having empathy
- Dedication: The continual pursuit of excellence
- Proactivity: Forward thinking and being positive
- Cohesiveness: Teamwork and unity

We provide an invigorating and rewarding work environment, with a focus on work life balance. Employees are offered a range of amenities and benefits to support both professional development and personal endeavours, including:

- Professional and personal development
- Flexible working arrangements
- Salary Sacrifice
- Superannuation 6% Council matching scheme
- Extra 2 days leave per year
- Reward and recognition program
- Health and well-being program including free gym and pool admission

The Shire is dedicated to diversity in the workplace, equal employment opportunity, and to provide employees with a work environment free of discrimination and harassment.



Advertisement

The Shire of Boddington is seeking a motivated, energetic, and committed Customer Service Officer to join our team on a fixed-term 12-month contract. This traineeship will include undertaking a Certificate II or III Local Government. The role provides exposure across administration functions while supporting customer service delivery and the daily operations of the Shire. The successful applicant will also assist with community programs through Library activities, events, workshops, and local initiatives. Strong communication, organisational skills, and a willingness to learn are essential, along with an understanding of relevant policies and procedures.

Key responsibilities include:

- Answer, receive and action incoming queries via telephone and front counter
- Arrange facility bookings, including department and customer liaison
- Perform vehicle and driver licence functions as an agent of the Department of Transport
- Assist customers with tourism enquiries, including Caravan Park bookings by phone and over the counter
- Providing assistance to Library users and visitors, issuing and returning materials and supporting access to local information and services

The successful candidate should possess excellent written and verbal communication skills, be computer literate and be able to demonstrate their ability to perform effectively as part of a small team. No prior experience is required, however a proactive attitude and willingness to learn are essential.

The position offers:

- Salary package of \$59,899 inclusive of superannuation, with a cash component up to \$50,762.
- 28.5 hours per week, plus 6 hours per fortnight, including work every second Sunday at the Visitor Centre.
- Excellent superannuation benefits, offering up to 18% with a 6% employee contribution.
- Additional benefits, including salary sacrifice, free pool and gym access and 2 extra days of annual leave.

An application package including the position description can be obtained from www.boddington.wa.gov.au. Applicants are requested to provide a cover letter, and resume. For further information about the position and application process, contact Cara Ryan, Executive Manager Corporate Services on 9883 4999 or via email to hr@boddington.wa.gov.au.

Application should be submitted to hr@boddington.wa.gov.au by **4.00pm on Monday, 4 May 2026**.

The Shire of Boddington is an equal opportunity employer dedicated to diversity in the workplace. We provide merit-based employment opportunities to people with regard to race, gender, ethnicity, disability, age, religion or sexual orientation.

The Package

The salary package for this position is based on 63 hours per fortnight and is made up of the following:

Salary	\$50,762	Employment Basis	Fixed term – 12 months traineeship
Superannuation (12%)	\$6,091	Hours of Work	63 hours per fortnight
Matching Superannuation (6%)	\$3,046	Additional Leave	Extra two (2) days per annum
TOTAL	\$59,899	Long Service Leave	Thirteen (13) weeks after ten (10) years, transferable between Local Governments
		Superannuation	Guarantee 12%
		Matching Superannuation	Employee superannuation contributions are matched by the Shire, up to a maximum of 6%.



Application Details

These details are provided to assist you in the preparation of your application and to help the selection panel evaluate your application.

Application

Your application should include:

- Cover letter introducing yourself and explaining why you are applying for the position
- Comprehensive Resume
- Selection Criteria which must address the essential criteria contained in the position description. Although there is no specific requirement in the formatting of response, the information you provide should be clear, concise and relevant.

To be eligible for consideration, it is important to address all of the above items.

Candidates who demonstrate that they meet the requirements of the role will be considered for an interview. By submitting your application you agree to provide true and accurate information on your career history and qualifications.

To apply please email hr@boddington.wa.gov.au.

Applications will close at **4.00pm, AWST on Monday, 4 May 2026.**

Referees

Applicants should provide the names and contact details of a minimum of two referees in their application. The most valuable referees will be those you reported directly to, being either a supervisor or manager responsible for overseeing day to day performance. Referee details should be provided on the understanding that they may be contacted without any prior notification.

Contact Details

Please provide a convenient telephone number and/or an email address so that you can be contacted easily if you are invited for an interview, or there are queries regarding your application.

Interviews

Interviews will be conducted in-person at the Shire Administration, 39 Bannister Road, Boddington or via video conference.

Background checks

Third-party background checks will be undertaken for the preferred applicant – this includes qualifications, police clearance, identity and employment history verifications.

Equal opportunity

The Shire of Boddington is an equal opportunity employer dedicated to diversity in the workplace. We provide merit-based employment opportunities to people without regard to race, gender, ethnicity, disability, age, religion or sexual orientation.

Websites

The Shire's website www.boddington.wa.gov.au contains substantial information about the Shire.

Further enquiries

For further information about the role please contact Cara Ryan, Executive Manager Corporate Services on 9883 4999 or hr@boddington.wa.gov.au.



Position Description

Title

Customer Service Officer (Traineeship)

Department

Corporate Services

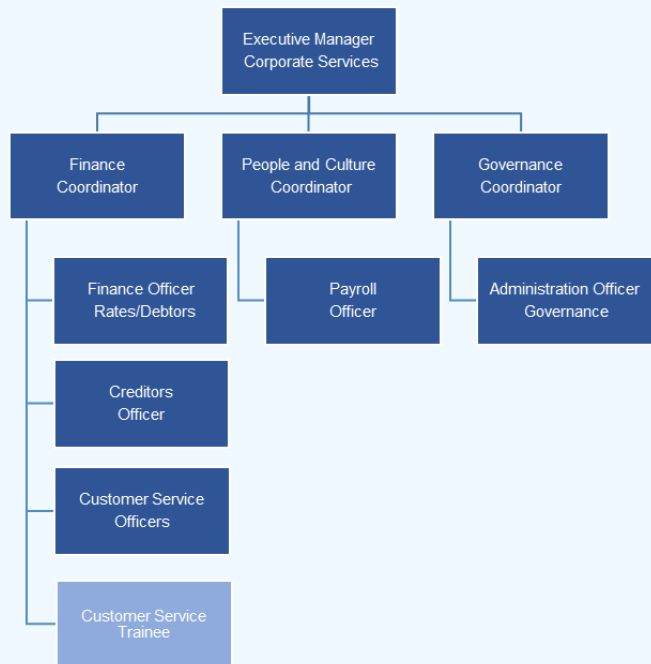
Salary & Conditions

Level 1 | Local Government Officers' Award WA 2021

Organisational Relationships

Responsible to: Finance Coordinator

Direct Reports: Nil



Key Responsibilities and Duties

Administration

- Handle telephone and front counter queries professionally and efficiently, in line with the Shire's Customer Service Charter.
- Direct queries to the appropriate departments as necessary.
- Perform vehicle and driver licence transactions as an agent of the Department of Transport.
- Coordinate facility bookings by liaising with both internal and external customers.
- Assist internal and external customers with BoddFit Community Gym memberships, payments, and induction information.
- Manages membership cards in, issuing them to personal trainers and new members during on boarding while maintaining software compliance.
- Manage dog and cat registrations, including issuing tags.
- Process incoming and outgoing mail daily, ensuring accurate recording of outgoing correspondence.
- Maintain the front counter key register by overseeing the signing in and out of keys.
- Issue standpipe security cards, including managing bond payments and keeping an accurate register of issued cards.
- Monitor the stock of stationery and order supplies as required.
- Maintain and allocate Shire information booklets, keeping materials stocked up, up to date, and readily available.
- Regularly update and manage the front counter notice board to ensure relevant and current information is displayed.
- Manage rodeo bookings, including distributing printed maps and booking charts.

Financial

- Process cash, cheque, and EFTPOS transactions accurately in accordance with established procedures.
- Allocate and receipt customer bank deposits daily.
- Provide assistance to customers with account and payment-related enquiries, offering clear and helpful guidance.
- Carry out the end-of-day reconciliation process for both Shire and Department of Transport including the banking of money.

Library and Visitor Centre

- Provide assistance to Library users by responding to general and reference enquiries in person, over the phone, and in writing.
- Issue and process returns for Library materials, ensuring accurate record keeping and smooth circulation of resources.
- Assist users in locating and selecting appropriate Library materials, including offering recommendations and guidance.
- Register new members, update membership details, and maintain accurate records to support public access to services.
- Support the planning and delivery of Library programs, events, workshops, and activities for children and adults.
- Create and maintain engaging displays to showcase Library collections, services, and upcoming events.
- Proactively assist visitors with tourism enquiries and promote local attractions as part of the Visitor Centre function.
- Ensure the Visitor Centre is welcoming, presentable, and well-stocked, including maintaining brochures and general presentation standards.

Records Maintenance

- Accurately record and categorise incoming queries received via phone, email or in letter into the records system following internal policies and procedures.
- Assign records to the appropriate officer and ensure they are stored in the correct folder for easy retrieval and compliance.
- Handle all records with high level of confidentiality where applicable, ensuring sensitive information is protected and accessed only by authorised personnel.
- Complete records that require action in accordance with the customer service charter.

Caravan Park

- Manage Caravan Park bookings and utilisation across online, phone and in person enquiries, including processing payments.
- Proactively assist customers with tourism enquiries.
- Monitor emails and save reports as required.

General Responsibilities

Organisational

- Any other duties consistent with the level of this position and the principles of multi-skilling including providing assistance to the Corporate Services Department and Development and Community Services Department, as required.
- Ensure records are managed according to legislative requirements.
- Actively participate in the ongoing development, compliance, and promotion of professional customer service standards.
- Understand and comply with the Shire of Boddington's Code of Conduct, policies and procedures.
- Follow, support and actively contribute to the continual improvement of processes and procedures within the Shire.
- Exercise discretion and maintain confidentiality in all activities.
- Actively participate in the Shire's risk management program, performance review and continuous improvement program.
- Remain committed to demonstrating equal employment opportunity, inclusion, and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness equality, and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment, and bullying.
- Understand and integrate the Shire's values into your daily activities to enhance its positive and constructive culture.

Work Health and Safety

- Ensure Workplace Health & Safety requirements are observed and adhered, to by maintaining safe work practices in accordance with the Work Health and Safety legislation (WHS Act 2020) and the Shire's policies and procedures.
- Take reasonable care for your health and safety in the workplace and work in a safe manner so that you, others, our environment, our equipment, and our community remain free from harm.
- Ensure measures are in place to eliminate or reduce risk. This includes providing and maintaining workplaces, assets, and systems of work so that others are not exposed to hazards.
- Identify any incidents, hazards, unsafe conditions, or work practices which you encounter and either take immediate action if safe to do so or report it to your Supervisor.
- Conform to the duty of care requirements ensuring your safety and that of others through the prevention of any adverse acts or omissions.

Extent of Authority

- Within the limits of Council and Operational Policies, and legislative constraints.

Selection Criteria

Essential

1. Ability to maintain a high level of confidentiality.
2. Ability to multitask and perform in a fast-paced environment.
3. Ability to work collaboratively within team and contribute to team/department outcomes.
4. Strong keyboard and data processing skills with proficiency in Microsoft Word, Excel and Outlook.
5. Sound mathematical skills and well-developed communication skills.

Desirable Criteria

1. Previous cash handling/reconciliation experience.
2. Previous customer service experience.

