CRC Customer Service Officer

Information for Applicants



Two Rivers Memorial Park

Applications close 4pm 4th December 2026

For more information contact:

Andrea Pears

financemanager@uppergascoyne.wa.gov.au

Tel: 08 9943 0988

Position Title	Accountant/Finance Officer
Position Title	CRC Customer Service Officer
Location	Full-Time Position based in Gascoyne Junction, WA
Level	Level 5 under the Local Government Officers (WA) Award 2021
Cash Component and Housing	Dependant on Experience inclusive of **Zero Rent and Utilities House**
Division	Finance & Corporate Services
Reports to	Executive Manager of Finance & Corporate Services

The Shire of Upper Gascoyne is seeking a motivated and customer-focused individual to join our team in the role of **CRC Customer Service Officer** at the Gascoyne Junction Community Resource Centre (CRC). This is a full-time, permanent position located in the beautiful and remote Gascoyne Junction, home to the Kennedy Range and Mount Augustus.

Key Responsibilities:

- Provide a high-level customer service to both external and internal customers.
- Respond to routine counter and telephone enquiries.
- Undertake general administration and finance duties.
- Represent the Shire at the CRC Conference
- Run various community events and programs such as Halloween and the Children's Youth Group Activities,
- Responsibility for the Social Medial Calendar and assist with the preparation and coordination of communications for the Shire
- Provide Digital literacy mentorship for the community through the provision of ongoing support in the use of apps and computer programs.
- Provide tourism information with the potential for upskilling into assisting with tourism content creation and marketing.
- Grant applications
- Support the operation of the CRC, which also houses a branch of the State Library, and serves as an agent for the Department of Transport, Services Australia and Australia Post.

Skills & Qualifications:

- Excellent communication and interpersonal skills with a focus on customer service.
- Strong organisational and time-management abilities.
- Ability to work effectively and collaboratively in a team environment.
- A commitment to the Shire's core values.
- A focus on being process-driven and detail-oriented.
- Previous experience in customer service is desirable, but not essential.

Requirements:

- A pre-employment medical and clear drug and alcohol screening will be required.
- The legal right to Work in Australia

What We Offer:

- A full-time contract with a competitive salary package.
- The opportunity to live and work in one of Western Australia's most unique and scenic locations.
- On-the-job training in all areas of responsibility.
- Cash Component plus 12% Super Guarantee
- Access to participate in Council Salary Sacrifice Super Scheme of up to 5%
- 5 weeks Annual Leave
- Participation in RDO scheme as per Council Policy
- Fully subsidised Housing
- Fully subsidised Utilities (electricity, water and gas) a
- Uniform Allowance $700 p/a as per Council Policy
- Relocation expenses as per Council Policy

How to Apply:
If you're looking for a challenging and rewarding role with a supportive team, we want to hear from you!
Please submit your **resume** and **cover letter**, addressing the **selection criteria**, to:
finacemanager@uppergascoyne.wa.gov.au. Shortlisted candidates will be contacted after the closing date.

Applications close at **4:00 PM** on **Friday, 4th December 2026**, though the Shire of Upper Gascoyne reserves the right to close applications earlier. For further inquiries, please contact the Executive Manager Finance & Corporate Services Andrea Pears on at **(08) 9943 0988**.

Note: Canvassing of Shire Staff or Elected Members will disqualify applicants.

Employment Package

Salary is in accordance with the Local Government Officers (WA) Award 2021 to be negotiated depending on qualifications and experience.

A summary of the benefits available are:

Per annum	**$ Minimum**	**$ Maximum**
Cash Component	$ 70,000	$ 75,000
Superannuation (SGC — 12.0%)	$ 8,400	$ 9,000
Additional Superannuation (5%)*	$ 3,500	$ 3,750
Housing Subsidy (Rent Free)	$ 15,600	$ 15,600
Uniform Allowance	$ 700	$ 700
Utilities Allowance	$ 5,200	$ 5,200
Total Package:	**$ 103,400**	**$ 109,250**

Cash Component

Council will negotiate an annual cash component of between $70,000 to $75,000 with the successful applicant, depending on experience and qualifications.

*Superannuation

Council contributes 12% compulsory superannuation. Employees have the opportunity to contribute further to a superannuation scheme if they choose to with Council matching up to an additional 5%.

Council has also endorsed the principles of salary sacrificing for superannuation.

Rent Subsidy

A 2x2 bedroom house, complete with basic furniture included, will be provided rent free.

Housing Utilities Subsidies

Council will meet all water, gas and electricity consumption expenses and will pay line rental charges for the home phone if required.

Relocation Expenses

Relocation expenses will be paid based on the lowest of three quotes up to a maximum of $7,000 as per Council Policy. Payment of relocation will be made with a 50% payable on arrival and 50% after 12 months service and on the condition the applicant will repay 50% of that cost if the employment is terminated for any reason within the first 12 months.

Uniforms

Council provides an allowance of up to $700 per year towards the purchase of uniforms.

Conferences and Professional Development

Council will meet the costs of registration and accommodation of approved (by the CEO) conferences and other professional development costs.

Retention Bonus

Council will provide a return airfare from Carnarvon to Perth and Return or a Fuel Voucher after each year of service – valued at approximately $500.

About Your Application

Preparing Your Application

Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

Whilst emailed applications to financemanager@uppergascoyne.wa.gov.au is preferred, if mailing or delivering the application, it should be stapled in the top left hand corner. Note: Please do not submit applications in plastic folders or include original documents.

Covering Letter

The cover letter is a brief letter outlining the position you are applying for and a brief description of your background and reason for applying for the position.

Addressing Selection Criteria

To be considered for this role you must submit a written application demonstrating your suitability for the role outlining your experience.

Curriculum Vitae (Resume)

Your Curriculum Vitae should provide personal details (e.g. name, address, contact number) relevant work history, education, training courses attended, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates/period of employment. In the description of your work history, give a brief summary of the duties and responsibilities for each of the positions.

Qualifications

Certain positions stipulate that tertiary qualifications or specific certificates are required. As part of the application, candidates should demonstrate that the required level of education or training has been achieved. Please attach photocopies of any relevant qualifications or academic records to the application.

Referees

You should include in your curriculum vitae the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your curriculum vitae. Preferably one referee should be your current supervisor or manager, alternatively a supervisor/manager from a previous position may be used.

It is courteous to contact your referees for approval prior to nominating them in the application.

Closing Dates for Applications

Vacant positions with the Shire of Upper Gascoyne are advertised for a specific period and close at the time and dates as written in the advertisement. The closing time is the time that the applications are to be received at the Shire of Upper Gascoyne Office.

Late Applications Will Not Be Accepted

Short-listing of candidates for interview by the Selection Panel may take up to two weeks after the closing date. The candidates selected for interview will be contacted by an officer from the Shire of Upper Gascoyne by telephone to organise a convenient time to conduct the interview.

Preparing for the Interview

To prepare for the interview questions, re-read the Position Description focusing on the Selection Criteria. Think of workplace situations where the relevant skills and abilities have been required to be demonstrated.

Focus on the duties of the position and think about how they would be carried out. Think about the problems that might be encountered and how they could be resolved. Try to identify examples from past experience that might be similar or equivalent.

The Interview Process

The interview panel will generally consist of at least three members. Interviews will follow a set format to ensure equity and fairness to each applicant and will be evaluated in the same manner.

During the interview, the interview panel members will write notes and assess the answers from the candidates in response to the structured questions, ensuring that all applicants are examined in an objective and uniform manner. If a candidate does not understand a question, they should seek clarification prior to providing a reply.

Never assume that the interview panel members know the suitability of individual candidate for the vacant position even though some applicants may have worked with them or have previous experience in the past for which they have applied.

Wherever possible, relate answers to direct experience.

After the Interview

The successful applicant will be contacted by a member of the Interview Panel to verbally offer the position. The Human Resources Department will forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate and

completing a pre-employment medical and drug & alcohol test, the costs of which will be reimbursed upon commencement.

All unsuccessful applicants will be notified in writing.

Working for the Shire of Upper Gascoyne

Whilst most conditions of employment are covered in the Letter of Appointment and/or Employment Contract, all other governing matters fall within the relevant (WA) Award, the Minimum Conditions of Employment Act 1993 (WA) and Council's adopted Code of Conduct. All or some of the following benefits may apply to your position at the Shire of Upper Gascoyne:

Local Government Career

There are currently 138 Local Governments in Western Australia (and two Territories). Whether it be a large organisation or a small team, a career in Local Government is an opportunity to make a real difference. Hours of Work Varies depending on the position held, most office employees work Monday to Friday, minimum 152 hours per month. Most 'outside' employees work Monday to Friday, from 6.30am to 4.00pm during the summer months and from 7.00am to 4.30pm during the winter months.

Rostered Day Off (RDO)

A RDO system is in place for eligible Shire employee's, dependant on their role. with one day off per month for full-time Administration.

Up to 17% Superannuation (combined contribution)

As well as the required 12% superannuation contributions the Shire is required to make on behalf of its employees, contributions made by the employee to their own Superannuation Plan will be matched by the Shire up to a maximum of 5%.

Annual Leave - 17.5% Leave Loading for employees not defined as casual and five weeks annual leave is payable after 12 months' service in accordance with position.

13 Weeks' Long Service Leave

All permanent employees of the Shire are entitled to 13 weeks long service leave after completing 10 continuous years' service in Local Government. Long service leave accruals are transferable between all local government authorities in Western Australia in line with regulations.

Personal Leave

Personal/Carer's and Bereavement leave is as per the Minimum Conditions of Employment Act 1993 (WA).

Employees Training and Development Opportunities

To maximise the potential and skills of its employees, the Shire is committed to supporting employees' training and education and providing professional development opportunities to employees as appropriate and encourages senior employees' attendance at State Conferences.

Probationary Period

A position may be subject to a probationary period.

Competitive Salary

A competitive salary will be offered relevant to the position level within the Shire.

Annual Performance Reviews

All employees are entitled to an annual performance review. The reviews are linked to possible salary review and highlights training requirements for the relevant position. The Shire encourages all employees to fulfil acting positions where available and endeavours to promote existing employees when a vacancy arises.

Subsidised Corporate Uniform

All permanent employees are entitled to a subsidised annual allowance toward the Local Government uniform. All necessary protective clothing and equipment is supplied by the Council to ensure your safety.

Smoke Free Working Environment

The Shire Administration Office, Depot, CRC, and all work places including vehicles are smoke-free working environments.

Health and Wellbeing Programme

Various programmes are regularly conducted for Shire employees such as Flu vaccines and sun screen checks and full health assessments. These programmes are free to employees.

Equal Opportunity Employer

The Shire's Equal Employment Opportunity goals are designed to provide an enjoyable, involving, harmonious work environment for all employees where each has the opportunity to progress to the extent of their ability.

Employee Corporate Functions (e.g. Farewell & Christmas Functions)

The Shire provides an annual Christmas Function for all employees and their families as well as other occasional functions throughout the year.

Friendly Work Environment

A great team-oriented, friendly environment makes working with the Shire an attractive employment option with great prospects / career advancement within the Shire and in local government in general.

Family Friendly Environment

The Shire Administration Office is a family friendly environment and recognises the importance of a working/family life balance.

The Shire office is within walking to Gascoyne Junction Remote School for those with children.

Counselling Services

The Shire offers support on a range of work-related issues. Short term counselling aims to provide local government workers, elected members and bushfire volunteers with support for a wide variety of work-related issues such as work relationships, conflicts at work and other work-related issues. To access this service an individual must be referred to LGIS by the local government by using the approved referral form, which will entitle the individual up to 6 sessions.

About Us

The Shire of Upper Gascoyne is one of Western Australia's most remote local governments covering an area of some 57,809 square kilometres. The Shire encompasses a number of communities including the Gascoyne Junction township, Woodgamia Aboriginal Community and Burringurrah Aboriginal Community, with its main industries being Pastoral, Mining Exploration and Tourism.

The Shire of Upper Gascoyne has a population of approximately 250, with the town offering a range of facilities and activities for residents.

Gascoyne Junction Township is home to the Shire of Upper Gascoyne and is situated 176km east of Carnarvon. Gascoyne Junction is the gateway to the Kennedy Range National Park and Mount Augustus National Park. Gascoyne Junction is also where Western Australia's two longest rivers the Gascoyne and Lyons meet. Wildflowers carpet the Shire from July to September each year.

The Junction Pub & Tourist Park is the main business in Gascoyne Junction providing a range of accommodation to visitors to our region, a roadhouse and convenience store along with a Pub serving meals 7 days a week.

The Gascoyne Junction Museum, the ANZAC Memorial Statue, Two Rivers Memorial Park and the Waterhole should be on each visitors to do list. A children's playground is located at Federation Park alongside the Gascoyne Junction Pavilion (a fully air-conditioned venue available for hire and also the venue of our annual Community Christmas Party), a rotunda, providing shade for a lunchtime stop as well as free gas BBQ and wood fired pizza oven. The sports oval with cricket pitch and tennis courts in the centre of town is the focus for sporting activities within the Shire.

Public Toilets are located at Two Rivers Memorial Park on Carnarvon- Mullewa Road and inside the Community Resource Centre during opening hours.

The town includes a Remote Community School, a Community Resource Centre (CRC) and also has a sealed air-strip with pilot activated lights (PAL) which is used by the Royal Flying Doctor Service.

The mighty Gascoyne River at 760 kms in length is the longest river in WA, and possibly the driest! It's known as the upside-down river, because although there are huge flows of water well beneath the surface with only a small number of isolated pools visible in the long and winding course of the riverbed.



Kennedy Range



Gascoyne River Water Hole



Mount Augustus



Shire Administration Building and Community Resource Cen0tre

Tourism Precinct

The Shire of Upper Gascoyne constructed a tavern/roadhouse and caravan park that is a large attraction to visiting tourists. Whilst Council is the owner of this great facility it is currently leased out to a private operator.



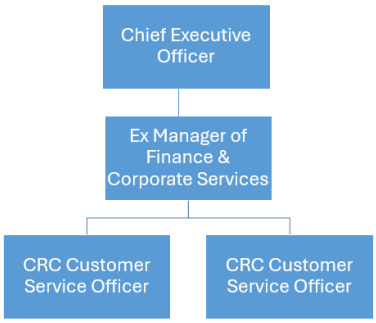




Tavern and Roadhouse

POSITION DESCRIPTION

Position Title	Customer Service Officer
Level	Classification Level 5 under Local Government Officers (WA) Award
Division	Finance & Corporate Services
Reports to	Executive Manager of Finance & Corporate Services (EMFCS)
Date Last Reviewed	16 November 2026



Our Vision Statement	The Shire of Upper Gascoyne will be a sustainable service base supporting our local community and industries.
Our Mission Statement	To work with our community to retain and attract people and business to the district.
Our Values	To act with integrity and consistency, pursuing sustainability, but always with the vision of progressing the Shire forward while preserving our lifestyle.
Our Core Team Values	**H**umility
	Authenticity
	Professionalism
	Passion
	Integrity
	Excellence
	Respect, Inclusion and Cohesion
By defining and communicating our values we will	Be consistent in our customer service delivery.
	Have a shared agreement about our behaviour with each other and with our customers.
	Build on loyalty, trust and our reputation.
	Recruit the right people into our organisation.
	Promote, recognise and reward people who demonstrate these values.
	Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people. We ask that all employees demonstrate these values in the work they do and in the way they do it. What we do is important and how we deliver our service is important.

POSITION OVERVIEW

To provide a quality customer service that will meet the standards outlined in the Shire's Strategic Corporate and Community Plans and, in conjunction with the Tourism and Community Development Officer, manage the general day to day operations of the Community Resource Centre.

1. POSITION OBJECTIVES	
1.1 Objective(s) of the Position	Deliver high levels of customer service to the members of our community and visitors to the Upper Gascoyne region.
	Support existing partnerships within the community, agencies and other services.
	Provide digital literacy mentorship through the provision of ongoing support to community members in the use of apps and computer programs.
	Responsibility for the social media calendar and assisting in the preparation and coordination of communications for the Shire.
	Demonstrate the ability to actively promote our region to visitors and provide information on roads, attractions and places of interest.
	Keep our community up to date with the availability and accessibility to Shire Services.
	Provide professional and skilled administration support as part of the day-to-day operation of the CRC, inclusive of receipting and end of day reconciliations.
	Maintain records in line with relevant legislative requirements and standards.
	Participate in information sharing with other Community Resource Centre's.
	Assist in the preparation and implementation of the Community Events and Programs driven by the Community Resource Centre.
	Actively participate in training and further skill development enabling the incumbent to provide relief cover in other positions during times of staff shortages.
	Work effectively and collectively as a member of the Finance & Corporate Services Team.
	Other Functions as directed by the EMFCS.
1.2 Key Areas of Commitment within Organisation	All staff are to be punctual, professional and presentable at work and during times of Shire representation (i.e. at events or community engagements etc.).
	Always demonstrating the appropriate behaviours and attitudes reflective of the organisation's core values and code of conduct.
	Undertaking tasks and providing support for staff to achieve accurate and efficient customer service that meets the Shire's organisational, legislative and customer requirements.
	Work co-operatively with other team members on all Shire driven projects and initiatives.
	To provide a high standard of work ensuring that accurate and reliable information is provided in a timely manner, whilst being professional, efficient and courteous.
	Carry out all other duties consistent with the level of this position and as directed by the EMFCS to ensure the smooth and efficient operation of the Shire.

2.	**REQUIREMENTS OF THE JOB**	
2.1	**Skills**	High Level of knowledge of community development principles and practices.
		A high level of computer literacy and demonstrated knowledge of Microsoft based applications including but not limited to Word & Excel.
		Ability to effectively communicate in cross culture environments.
		Demonstrated ability and strong commitment to customer service.
		High level of verbal and written communication and public relations.
		Ability to be focused and pay attention to detail.
		Excellent problem solving, conflict resolution and decision-making skills.
		High motivation and excellent time management and personal organisational skills.
		Have a demonstrated commitment to continuous improvement.
		Well-developed numeracy and cash handling ability.
2.2	**Knowledge**	A developing knowledge of the local area (continuous self-development).
		A basic understanding of the functions of a Local Government.
		Knowledge on developing business relationships.
		Working knowledge of procedures, office equipment and basic technical computer operations.
3.	**KEY AREAS OF RESPONSIBILITY & PERFORMANCE EXPECTATIONS**	
3.1	**Outcome – Customer Service**	Treat all persons with professionalism, courtesy and respect.
		Take initiative to attend to existing or potential needs of the position.
		Develop and maintain a sense of loyalty and team ownership between members of the Finance and Corporate Services Team.
		Promptly attend to enquiries in a courteous and effective manner.
		Assist in the day to day functions of delivering services for the CRC.
		Assist in the accurate and timely completion of financial tasks required, as part of delivering the general day to day operations within the Finance and Corporate Services team.
3.2	**Outcome - Safety & Health**	Comply with Work Health and Safety Standards.
		Operate equipment in accordance with demonstrated safety procedures and proper instruction.
3.3	**Outcome – Financial Control**	Adhere to cash handling and receipting procedures at all times.
		Prepare and reconcile daily takings to system receipting reports.
		Undertake accurate processing of daily bank transactions.
3.4	**Outcome – Administration**	Demonstrated commitment to accuracy, efficiency, good presentation and professionalism.
		Promote the Shire in a positive manner at all times when dealing with contacts.
		Maintain good and accurate record keeping practises that align with legislative requirements and internal policies, processes and procedures.

	Be a responsible officer and work within the financial budget for the organisation.
3.5 Outcome - Revenue	Be a responsible officer and work within the financial budget for the organisation.
4. ORGANISATIONAL RELATIONSHIPS	
4.1 Responsible to	Executive Manager of Finance & Corporate Services
4.2 Supervision of	Nil
4.3 Internal Liaison	Executive Manager of Finance and Administration
	Other members of the Finance & Corporate Services Team
	Manager of Works and Services and their Team
	Contract Accountant
	Chief Executive Officer
4.4 External Liaison	Members of the Community and Tourists/Visitors
	Businesses
	Suppliers
5. EXTENT OF AUTHORITY	
5.1 Extent of Authority	This position works under the direction of the Executive Manager of Finance & Corporate Services. Solutions to problems are generally found in documented techniques, precedents, guidelines and instructions. Assistance is available when required.
6. ANNUAL APPRAISAL & KEY PERFORMANCE INDICATORS	
KPI'S	Time management and efficiencies in delivery of work.
	Successfully meeting all legislative requirements.
	Relationships with Others.
	Overall effectiveness as a team member and contribution to collective team objectives and common goals.
	Safety Record.
	Initiative.
	Commitment, Conduct and Attitude.
7. SELECTION CRITERIA	
Essential Criteria	Excellent customer service and business management skills.
	Excellent communication skills, both written and verbal.
	Proven time management and organisational skills
	Proven ability to work effectively in a team environment.
	Excellent working knowledge of Microsoft Office 365 and other social media, publishing and website applications.
	Ability to provide Digital Literacy Mentorship for the community through the provision of ongoing support in the use of apps and computer programs
	Demonstrated commitment to learn.
	Demonstrated experience in effective management of key finance functions such as budgets and procurement procedures

	Demonstrated experience in records management.
	Experience in working with and/or in culturally diverse communities.
	Ability to demonstrate a commitment to the Shire's Mission Statement and Core Team Values.
	Understanding and experience in implementation of Occupational Health and Safety Regulations and Principles.
	National Police Clearance (less than 6 months old).
	Hold a current motor vehicle drivers licence.
Desirable Criteria	Knowledge of the regions that are located along the Upper Gascoyne border.
	Relevant qualifications or equivalent experience (3+ years) in Administration and/or Finance (Cert III onward qualifications will be highly regarded).
	Sound knowledge, understanding and experience with SynergySoft Accounting Software or other Accounting Software
	An understanding of the functions of and proven work experience within a Local Government Authority
	First Aid Certificate.
	Working with Children Check