



Shire of
Katanning
Heart of the Great Southern

Customer Service/Administration Officer (Full Time)

No. K017



Position Package

Closing date: 4.00pm 7 August 2026



Heart of the Great Southern

Index

Advertisement	3
Shire Profile	4
Council Information	5
Position Description	6
Remuneration Details	8
Selection Criteria	9
Information for Applicants	10



ADVERTISEMENT

Customer Service/Administration Officer

An opportunity exists within the Administration team for a customer focused individual to join the team.

The successful applicant will provide efficient and affective customer service to internal and external customers, including clerical, receipting, licensing and administrative support in the operation of the Shire.

Situated in the heart of the Great Southern region, Katanning offers the perfect mix of picturesque country location with conveniences of city living. Excellent schools, hospital, doctors, dentist, shopping, community and sporting facilities are available in town.

To request an application package or to discuss this role further please contact Moh Aeson on (08) 98219 999 or email moh.aeson@katanning.wa.gov.au.

To be considered for this position applicants must address the Selection Criteria as detailed in the Application Package.

Applications addressed to the undersigned should be sent to moh.aeson@katanning.wa.gov.au or mailed to PO Box 130 Katanning, WA 6317 by 4.00pm 7 August 2026.

The Shire of Katanning is an Equal Opportunity Employer and is committed to creating an equitable and diverse workplace.

We are actively encouraging people with disability, people from culturally diverse backgrounds and Aboriginal and Torres Strait Islanders to apply for available positions.

Peter Klein

CHIEF EXECUTIVE OFFICER

SHIRE PROFILE

Katanning is the regional centre for the Upper Great Southern Region of Western Australia and is located 283kms south east of Perth.

The Shire of Katanning has 7 elected members and employs approximately 65 staff. Emphasis is placed on working together and recognising that every individual, regardless of the type of work they do, makes a valuable contribution to building a better community for Katanning.

The town has a range of key facilities including supermarkets, cafes, retailers, regional hospital, childcare, primary schools, senior high school and TAFE.

The Shire of Katanning is undertaking several transformational projects including the development of a new welcome precinct and visitor facilities, man-made lake and residential land development.

Significant industries include the sheep saleyards, CBH grain handling facilities, export abattoir, major transport operators and agribusinesses.

Katanning is a true multicultural community, featuring over 40 language groups. Katanning is a harmonious community, embracing different cultural and religious backgrounds. One of the highlights of the year is the Katanning Harmony Festival where everyone comes together to learn about the various cultures in town – food, entertainment, personal stories and shared experiences.



COUNCIL INFORMATION

COUNCIL

Shire President: Cr Kristy D'Aprile
Deputy Shire President: Cr Ian Hanna

Councillors:
Cr John Goodheart
Cr Matthew Collis
Cr Gemma Trolove
Cr Danny McGrath
Cr Paul Totino

Office:	Postal:
52 Austral Tce	PO Box 130
KATANNING WA 6317	KATANNING WA 6317

Email: admin@katanning.wa.gov.au
Website: www.katanning.wa.gov.au

Telephone: (08) 9821 9999

COUNCIL STATISTICS

Population:	4,500
Area:	1,518 km sq.
Distance from Perth:	283km
Length of Roads:	255km sealed, 528km unsealed

Local Industries: Agribusiness, sheep saleyards, grain handling facilities, export abattoir, major transport operators.

Suburb & Localities: Badgebup, Carrolup, Cobline, Coyrecup and Ewlyamartup, Katanning

Council meets on the fourth Tuesday of each month.

POSITION DESCRIPTION

1. Position Identification

Title:	Customer Service/Administration Officer
Classification:	Local Government Industry Award 2020
Base Level:	Level 4
Employment Basis:	Full time
Section:	Administration
Department	Corporate Services

2. Position Objectives

- To provide efficient and effective customer service to internal and external customers, ensuring all are handled courteously and efficiently.
- To provide clerical, receipting, licensing and administrative support in the operation of the Shire.
- To provide assistance with the coordination of the Record Management Systems and processes.

3. Key Responsibilities & Duties

3.1. Customer Service:

- Provide a courteous and professional frontline reception service to staff, ratepayers, contractors and visitors' enquiries in an efficient, timely and professional manner.
- Respond to enquiries efficiently, initiate appropriate action or refer to relevant department or officer and follow up where necessary.

3.2. Administrative Support

- Provide an administrative and secretarial service to Shire staff where required.
- Manage, monitor and ensure adequate levels of stationery and office/general supplies are maintained as directed.
- Perform registration of incoming mail, both physical and electronic on a daily basis.
- Assist to ensure the accurate and appropriate storage, archiving and disposal of records.
- Assist to resolve procedural issues raised by other officers and provide general assistance as required in relation to records management.
- Assist in responding to customer complaints and requests management.

3.3. Finance

- Perform daily reconciliation of all monies receipted including preparing bank deposits.
- Reconcile petty cash transactions and process into accounting system.
- Provide relief to other roles as required.

3.4. Records Management

- To ensure electronic information and records are managed according to the WA State Records Act 2000 and other relevant legislation in consultation with the Senior Admin/ Records Officer.
- To ensure staff are trained in their relevant areas of electronic records management.

4. Behaviour and Conduct:

- Perform duties efficiently, responsibly and ethically and in accordance with the Shire's Code of Conduct.

- Contribute positively to the team and support team efforts.
- Ensure that you maintain and enhance the reputation of Shire of Katanning at all times.

5. Work Health and Safety and Risk Management Responsibilities

- Perform work in a safe and healthy manner and abide by the Shire's and legislative safe work procedures, instructions and safety management practices.
- Correct or report unsafe situations, workplace incidents, accidents or damage and use safety equipment and devices as specified.
- Participate in activities associated with the management of workplace health and safety.
- Use appropriate personal protective equipment as directed.
- Comply with the Shire's Risk Management Policy Procedures.
- Must comply with the Council Work Injury Management Program.

6. Organisational Relationships

- Reports to Senior Administration/Records Officer

7. Internal and External Liaison

7.1. Internal

- Chief Executive Officer
- Executive Manager Corporate Services
- Administration and Finance Staff
- All Staff

7.2. External

- Ratepayers
- Community Members
- Visitors
- General Public

8. Level of Authority

- Works under supervision.
- Follows policies, procedures and guidelines.
- Responsible for accuracy and timeliness of own work.

9. Selection Criteria

- Previous experience in performing customer service/administrative duties.
- National police clearance with a demonstrates absence of any relevant criminal history relevant to cash handling and finance duties.
- Well-developed computing and keyboard skills.
- Demonstrated skills using Microsoft Office suite of programs (work, Excel and Outlook).
- Advanced written communication skills, including spelling, grammar and vocabulary.
- Well-developed interpersonal, customer service and reception skills, both face to face, via the telephone and email.
- Ability to work autonomously as well as part of team.
- Demonstrated time management skills and an ability to handle multiple tasks at once.
- Ability to liaise with a wide range of people from diverse social and cultural backgrounds.
- Knowledge of Local Government Administrative requirement.
- Previous Local Government Experience.
- Hold a current minimum "c" class motor vehicle Driver's Licence.

10. References

- The details of two referees will be requested during the application process.

REMUNERATION DETAILS

EMPLOYMENT CONDITIONS

Location	The position is based at the Shire of Katanning Administration Building.
Industrial agreement	Local Government Industry Award 2020, Level 4.
Salary	Up to \$29.45 per hour depending on qualifications and experience.
Employment Basis	Permanent full time – 76 hours a fortnight.
Superannuation	Superannuation of up to 15% based on 12% superannuation guarantee contributions and up to an additional 3% contingent upon the employee contributing 3%. Salary Sacrifice is available on the employee's contributions.
Annual leave	4 weeks leave paid annually.
Personal/carer's leave (recognised as sick leave)	Paid personal leave is available to employees for illness or injury. Caring for immediate family or house hold members who are ill and require care
Compassionate Leave	2 days paid leave per occasion for: Spending time with a member if an immediate family or household who has a serious illness or injury. Death of a member of immediate family
Long Service Leave	Thirteen (13) weeks after ten (10) years of continuous Local Government service, transferable between Local Authorities in Western Australia.
Clothing allowance	\$360.00 per financial year.
Pre-Employment Medical	All new staff are required to complete a pre-employment medical prior to commencement. Full documentation for the requirements of the position will be given to the Medical Practitioner prior to examination and costs will be paid for by the Shire of Katanning. Existing medical conditions will not preclude an appointment.
Police Clearance	The successful applicant will be required to provide a National Police Clearance.
Probationary Period	A three (3) month probationary period is applicable to this position. At the successful completion of this period, your permanency will be confirmed by the Chief Executive Officer.
Closing date	4.00pm, 7 August 2026 In the interest of fairness and equity, late applications will not be accepted.

SELECTION CRITERIA

Customer Service/Administration Officer

Selection Criteria

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- Previous Local Government Experience.
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***To be considered for this position applicants must address the Selection Criteria.**

INFORMATION FOR APPLICANTS

Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for interview. This decision will be based on the information that is relevant to the position that you provide in your application. Your application should include the following information:

Covering letter:

A covering letter introducing yourself and explaining why you are applying for this position.

Selection Criteria Responses:

This is the most important part of your application. To be eligible for consideration, a person must meet all the essential selection criteria as part of the shortlisting process.

This should include demonstrated capabilities by providing evidence of how you meet the selection criteria; provide specific details; and where possible, include an indicator of success or a result.

An easy way to do this is to use the STAR model - that is:

Situation: provide a brief outline of situation /setting

Task: outline what you did

Approach: outline how you did it

Result: describe what the outcomes were

Resume (curriculum Vitae) which includes:

- Personal details – name, address and telephone number
- Your education and training achievements.
- Your work history including employment dates and details of the duties, performance and achievements.
- Any activities you have undertaken outside of work, which you consider are relevant to the position.

Other Documents (optional):

It is recommended that only copies of supporting documents be enclosed with your application so as to avoid loss or damage to originals. Nonetheless, the Shire will require the provision of evidence of all claimed qualifications prior to commencing employment.

Referees:

Referees should be contacted for approval prior to being listed in your curriculum vitae/resume as they may be contacted. It is desirable that one referee be your current or a recent supervisor/manager.

Provide names, work addresses and current contact telephone numbers for each referee.

Only referees that are able to comment on your work experience (preferably against the selection criteria) should be included.

Contact Details:

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

Lodging your Applications:

The closing date is **4.00pm 7 August 2026**.

Email: moh.aeson@katanning.wa.gov.au

By Hand: Shire of Katanning Administration and Civic Centre, 52 Austral Terrace, KATANNING

Attention: Peter Klein, CEO

Post: PO Box 130, KATANNING WA 6317

In fairness to all applicants, late applications cannot be received unless permission has been sought prior to closing date.