

Centre Services Officer

Job No:	1803
Location:	Wandoan
Level:	WDRC Non-Operational Staff Certified Agreement Level 2
Status:	Casual

Western Downs Regional Council has been awarded the Large Employer of the Year award at the Darling Downs South West Region Queensland Training Awards for 2019, 2021, 2022, 2023 and 2024.

Be part of a team that make a real difference within the communities we serve. Our mission drives us, and we want you to be part of the journey.

Experience Western Downs It's the people that make it

The Opportunity

Are you passionate about customer service and making a positive difference in your community? We are seeking a motivated and community-focused individual to join our team as a Centre Services Officer based at the Wandoan Customer Service Centre.

In this varied and rewarding role, you will be responsible for delivering high-quality customer and library services while supporting community programs and initiatives. You will be the friendly face of Council, providing professional

assistance to customers, maintaining accurate records and transactions, and contributing to a welcoming and inclusive environment.

Reporting to the Library Delivery Supervisor, you will:

- Provide professional, friendly and responsive customer service to community members and internal stakeholders.
- Deliver high-quality library services, including circulation, reader advisory and customer support.
- Assist with financial transactions, receipting, reporting, record keeping and administration duties.
- Support the planning and delivery of library programs, cultural activities and community initiatives.
- Engage with a diverse range of customers, community groups and stakeholders to build positive relationships.

About Yourself

To be successful in this role, you will demonstrate:

- Experience in customer service, library services, administration or a similar role.
- Strong cash handling, receipting and record-keeping skills.
- Excellent written and verbal communication abilities.
- Sound computer skills, including experience with Microsoft Office and online systems.
- A willingness to learn and adapt to new technologies and processes.
- Strong organisational skills with the ability to manage competing priorities and meet deadlines.
- A commitment to teamwork, professionalism and excellent customer service.
- An understanding of and respect for diversity within the workplace and community.

The Benefits of Working for WDRC:

Work / life balance

We understand the importance of balance. Enjoy flexible work arrangements and wellness programs designed to keep you at your best.

Superannuation

In addition to your annual salary, Council will contribute twelve (12) per cent, including the superannuation guarantee contribution.

Growth Opportunities
We invest in your growth. Whether it's skill development, mentorship, or career advancement, we've got you covered.

Access to Corporate Health Plan
Take care of yourself and join one of our Corporate Health Plans to improve life.

Health & Wellbeing program and Mental Health Support
Change your lifestyle and live better with healthy ideas. Be your best possible self with provided support and information.

Access to free Employee Assistance Program & confidential counselling
Reach out to someone confidentially if you are experiencing any concerns or problems.

Salary Packaging Available
Restructure your salary to work for you to pay for everyday living expenses such as Motor Vehicles, Superannuation, Remote Area Housing (Rent), Fuel, Gas and Electricity.

Allowances Available (if applicable)
Allowances such as Locality Allowance may be applicable to your position.

Leave Loading
You will receive 17.5% leave loading on top of your base rate of pay, while you are on Annual Leave.

Uniforms and PPE
Uniforms and Personal Protective Equipment (PPE) provided.

Job security in a local government position
Feel secure working for an organisation who believes in strong foundations of respect, balance, communication, teamwork, accountability and leadership.

Document Set ID: 5858217
Version: 1, Version Date: 26/11/2026

Experience Western Downs

If you are looking to join an innovative and dynamic company, that provides staff with a work life balance and opportunities for growth with state of the art mentoring from professionals within its team, this may be the role for you. Be part of the community you serve. **TOGETHER WE MAKE A REAL DIFFERENCE.**

Applications close at Midnight AEST on Thursday 17 December 2026

Additional Information

The recruitment process may include candidates undergoing a pre-employment medical including drug and alcohol testing.
WDRC reserves the right to close or withdraw vacancies before the advertised closing date, or extend the closing date, without prior notice.

Applicants must have the legal right to work in Australia. Applicants who hold a valid Australian work visa are encouraged to apply.

How To Apply

To view the position description please click the Job Attachments tab, located next to the Advertisement tab at the bottom of the page. If you wish to be considered for the position, click the Apply button and complete your application as required.