



SHIRE OF MORAWA

CUSTOMER AND CORPORATE

SUPPORT OFFICER

APPLICATION PACKAGE

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



Work Type:	Permanent
Award	Local Government Officers (Western Australia) Award 2021 – Level 3 or 4 depending on skills and experience
Remuneration Range:	\$71,066 to \$79,255 includes cash, 12% superannuation, matching 5% superannuation and potential other benefits including housing.
Location:	Shire of Morawa Administration Office
Closing Date:	4pm on Friday, 21 August 2026

COUNTRY LIVING AND CAREER DEVELOPMENT

Discover Morawa, the ideal location to grow your career while enjoying the best of country living.

Morawa is a family-oriented town built on a strong sense of community. Here, children still play in the streets, neighbours know one another, and evenings are spent catching up socially at local clubs. Located just four hours north of Perth, less than two hours from Geraldton, and only an hour from Dongara's fabulous beaches, you get the tranquillity of country life without sacrificing convenience.

Whether you're ready for the next step in your career, or looking to refresh, Morawa offers excellent educational facilities, local medical services, and recreational facilities comparable to much larger regional centres. It's the perfect combination of comfort and genuine community.

ABOUT THE ROLE

- **\$71,066 to \$79,255 includes cash, 12% superannuation, matching 5% superannuation and potential other benefits including housing**
- Develop your skills with support and guidance
- Work and play in the Midwest's most stunning wildflower country

This is a fantastic and rare opportunity to hone your skills as a Customer and Corporate Support Officer. 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 is being offered on a permanent basis. The position of Customer and Corporate Officer will be a key officer in meeting the Shire's customer needs as well as internal operational needs in the areas of Finance, Governance, Community Support, or other administrative teams.

SUBMITTING AN APPLICATION

Your application should include a covering letter outlining your interest in the position and a current resume detailing your qualifications, experience, and suitability for the position.

Electronic applications should be sent via email to emccs@morawa.wa.gov.au and marked Private and Confidential.

The closing date for this vacancy is Friday, 21 August 2026

Interviews and appointments may be made prior to the closing date.

POSITION DETAIL	
Position title	Customer and Corporate Support Officer
Department	Corporate Services
Work location	Morawa Shire Administration Centre
Employment Type	Permanent
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	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. Provide timely and accurate assistance with corporate functions including finance, records, ICT, and other administrative areas.
Date (revised)	July 2026

THE ORGANISATION	
Our Community Vision is: <i>Morawa is a welcoming and inclusive community that embraces what makes it unique, offering livability, variety, and opportunity for all.</i>	
Our Organizational values are: • <i>We will be open and accountable</i> • <i>We will have informed decision making</i> • <i>We will be collaborative</i> • <i>We will listen, communicate and respond</i>	Our Foundational Cultural Values are that we put C.A.R.E into what we do: • <i>Commitment</i> • <i>Attitude</i> • <i>Respect</i> • <i>Excellence</i>

SELECTION CRITERIA	
Essential	• A 'can do' attitude and willingness to Break New Ground and implement new ideas • Situational intelligence and an ability to maintain a high level of confidentiality • 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' • Developed written, verbal and customer service skills • Advanced computer skills • National Police Clearance (less than 3 months old) • High attention to detail

Desirable	• Local Government Experience • Finance administration experience • Department of Transport system experience • Experience with Synergy Soft/IT Vision software • Customer Service and cash handling experience
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RESPONSIBILITIES AND DUTIES	
Customer Support	• Provide front counter and customer service support, including responding to public enquiries. • Process cash transactions, receipting, and bank deposits. • Manage incoming and outgoing mail. • Maintain accurate records of correspondence and documentation. • Monitor and respond to email, phone, and written enquiries. • Deliver library services and support library users. • Manage stationery and office supply inventories. • Coordinate bookings for Council facilities. • Provide vehicle licensing services. • Undertake a range of general administrative duties.
Corporate Support	• Maintain the debtor ledger, including the accurate preparation and processing of invoices, credit notes, and monthly debtor statements. • Perform monthly reconciliations of debtor accounts, investigating and resolving any discrepancies in a timely manner. • Monitor outstanding accounts and proactively follow up overdue invoices to ensure prompt payment and effective debt recovery. • Maintain accurate, up-to-date, and well-organised financial records and filing systems. • Provide auditors with relevant financial information and supporting documentation as required during audit processes. • Assist with a range of finance and administrative functions to support the efficient operation of the Shire. • Undertake other duties and responsibilities as directed by the Senior Finance Officer or the Executive Manager Corporate and Community Services.
Organisational	• Demonstrate a positive commitment to the Shire's Code of Conduct, Values, Policies, and Procedures. • Support and embrace change, contributing positively to initiatives that help achieve the Shire's goals and objectives. • Maintain strict confidentiality and handle all information with professionalism and discretion. • Actively contribute to delivering and promoting excellent customer service across the organisation. • Identify opportunities for continuous improvement and share ideas that enhance efficiency, effectiveness, and service delivery. • Work collaboratively to foster a safe, respectful, and positive workplace, ensuring compliance with: ○ Industrial Awards and employment conditions ○ Work Health and Safety (WHS) requirements ○ Equal Employment Opportunity (EEO) legislation

