

Information Pack

Customer Service Officer

Your application must be lodged online – [City of Rockingham Jobs](#)

Applications must be received by **4pm, Friday 4 September 2026**

In the interests of fairness and equity, late applications WILL NOT BE ACCEPTED

The City reserves the right to close applications early, should it consider a suitable pool of candidates have been received. This means the position may close without notice. If you are interested in the position, we highly recommend that you apply as soon as possible.

Selection criteria apply to this vacancy – refer to the advertisement

You will be required to provide your response to each criterion during the online application process.

“Refer to Resume” is not accepted as a response; your application will be regarded as incomplete and will not proceed.

If you identify as a person with disability and require adjustments throughout the recruitment and selection process, please contact the Recruitment Team via email at jobs@rockingham.wa.gov.au or phone 08 9528 0333. We're happy to discuss options to assist you e.g. we can provide alternate formats for application forms, or alternate methods of applying.

Employment Conditions

Location	Administration Buildings, Rockingham
Agreement	City of Rockingham Industrial Agreement 2024, or its successor
Gross Salary	\$77,854 per annum
Tenure	Permanent, Full Time
Hours of Work	An average of 38 hours per week, worked Monday to Friday. The City offers flexible working hours, enabling employees to work a 19-day month (ie 152 hours worked over 19 days, with the 20 th day rostered off). Other options may be discussed and agreed with the work area Manager.
Superannuation	12% with the option to co-contribute up to 5%
Annual Leave	Four weeks per annum
Sick Leave	76 hours per annum, accrued on a monthly basis
Long Service Leave	13 weeks of long service leave after 10 years of continuous local government service, transferable between all Local Government Authorities in Western Australia
Probationary Period	Three months; may be extended to six months
Integrity assessments that form part of our recruitment process	If your application progresses beyond interview you will be required to: • Provide referee details so we can conduct reference checks; at least one referee must be a current or immediate past supervisor or manager. We do not contact your referees until you give us consent to do so. • Obtain a Police Clearance – this is an online process and you will be contacted by our provider. The cost of the clearance is paid by the City. A prior conviction is not an automatic barrier to employment with the City. The Human Resource Development team and Director will assess each case on merit. • Participate in a medical assessment (including a drug and alcohol screen); the cost of this will be met by the City.

Position Description



Title:	Customer Service Officer
Tenure:	Permanent, Full time
Division:	Corporate Services
Level:	3 Industrial Agreement General Classification

RESPECT – our Values Statements

Recognition – We encourage positive feedback, recognising and celebrating each other's contribution and achievements, no matter how small

Ethics – We know the difference between right and wrong, and recognise the importance of honesty and ethical behaviour

Service – We always aim to deliver excellent service to our customers, stakeholders and fellow staff

Professional Development – We commit to learning and training activities that assist our personal and professional development, and create pathways for promotion within the organisation

Empowerment – We make considered and informed decisions supported by training, encouragement and being able to learn from our experiences

Communication – We expect to be kept informed about important issues and we commit to always listening, asking questions and sharing information

Teamwork – We work together both within and across teams, help out whenever we can, and understand that it's not just about 'our team'



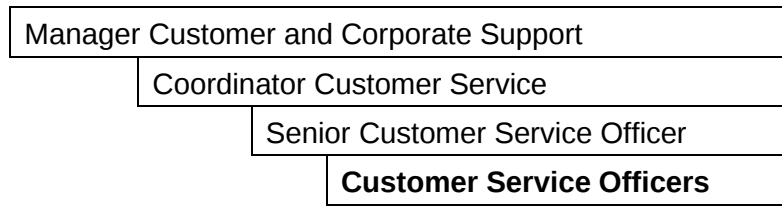
Position Objectives

- Provide an information and/or referral service in respect to the City's services and operations, which promotes a professional and informative image of Rockingham and Council
 - Provide an efficient and effective cashier service
 - Administer an efficient and effective booking system and allocations system for the City's facilities and reserves
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Organisational Relationships

Reporting to:	Coordinator Customer Services
Responsible for:	Nil
Membership of:	Corporate Services
Liaison with:	Directors, Managers, Customer and Corporate Support Team, City of Rockingham teams, rate payers and customers

Organisational Chart



Key Responsibilities

Telephone Contact Centre

- Provide a first contact resolution to incoming telephone enquiries where possible
- Effectively utilise telecommunications, technologies and software systems to answer, record and transfer inbound telephone calls
- Maintain the City's Emergency Contacts listing
- Maintain internal telephone numbers and email addresses

Customer Liaison

- Work within the Customer Service team, interacting directly with customers over the telephone and face to face
- Provide information on the City's services and functions and/or refer any technical or complex enquiries to the appropriate business unit or external agency
- Generate customer requests and distribute to relevant business units
- Accept applications and calculate fees

Cashier

- Ensure the safe custody of money until it is collected
- Process receipts for payment made over the counter, online and via mail
- Balance all monies collected with the receipts and prepare cashier's statement and bank deposit forms
- Maintain and file all receipts

Administration

- Maintain the animal registration system including issuing of renewal notices
- Coordinate displays in foyer area and maintain notice boards
- Administer Rockingham Special Series Number plates
- Maintain and implement Tender Box protocols
- Maintain and order stocks of letterhead, envelopes and other stationery
- Collate and compile statistical information for Customer Services and maintain the Customer Service procedure manual
- Maintain the Central Names and Address Register including running weekly audits to ensure multiple entries are eliminated
- Maintain the Rates Book in accordance with the *Local Government Act 1995* (WA)
- Issue new and replacement landfill passes
- Liaise with Facility Users, City Officers and Caretakers regarding facility bookings, reserve and key allocations
- Provide support (to Waste and Landfill Officers)

Customer Service

- Foster, advocate and implement the City's Customer Service Commitment
- Through the delivery of outstanding service, establish a reputation of customer service excellence throughout the organisation

Corporate Compliance

- Maintain safe and compliant work practices in accordance with the City's Code of Conduct, Work Health and Safety (WHS) legislation, Risk Management, Procurement and Recordkeeping Frameworks and all other relevant Council policies, standards and procedures
- Follow all standard/safe operating procedures for the work area, in a manner that is consistent with the WHS Roles and Responsibilities Framework

General

- Foster, advocate and implement the City's RESPECT Values Statements
 - Perform other duties as directed when appropriate to the scope and level of this position
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Requirements of the Job

Skills and Knowledge

- High level of written and verbal communication skills
- High level of public relations and customer service skills
- Sound time management and organisational skills
- Ability to work under pressure and with limited supervision
- Working knowledge of a variety of computer packages including the MS Office suite

Experience

Essential

- Previous cash handling experience
- Considerable experience in community liaison and dealing with the public
- Considerable experience in a secretarial or administrative support role

Desirable

- Previous Local Government experience
- Experience in Civica's "Authority" Enterprise Resource Planning system
- Experience in Open Text's Content Manager
- Experience working in a high volume, diverse enquiry inbound contact centre

Qualifications, Certifications and Licences

Essential

- Police Clearance

Desirable

- Current 'C' class driver's licence

Scope of Position

The Customer Service Officer:

- Works under the direction of the Coordinator Customer Services
- Prioritises own work to ensure all tasks are performed within a satisfactory timeframe
- Exercises initiative and/or judgment within clearly established procedures and guidelines

Certification

Approved by	Manager Customer and Corporate Support		
Number of pages	Four	Date reviewed	May 2026

Submitting Your Application

The following information will assist you in preparing your application. All applications are reviewed by a selection panel which determines the candidates who are the strongest overall match to the requirements of the position. The selection panel will base its decision on the information you provide.

Canvassing of elected members will eliminate you from the recruitment process.

Curriculum Vitae or Resume (Required)

This summarises your work history and should start with the most recent or current position. You should include employment dates (months), details of duties, and highlight your achievements in each job.

You should also include your qualifications and training achievements. Be sure to include any study you are currently undertaking and membership of professional bodies.

It is also beneficial to outline any activities you have undertaken outside of work that are relevant to your application.

Selection Criteria (Required)

The selection criteria relevant to this role are specified in the advertisement and you must address these as part of your application.

If you do not address the selection criteria, your application will be regarded as incomplete and it will not proceed.

Covering Letter (Optional)

You may wish to summarise your application and emphasise your strengths and achievements that are relevant to the role.

Referees

Referees should be contacted for approval before listing them in your curriculum vitae. It is preferable that at least one referee be a current or recent supervisor/manager.

Provide names, work addresses and contact telephone numbers of referees.

Only referees who are able to comment on your work experience (preferably against the Requirements of the Job) should be included.

Qualifications, Certificates, References, etc.

Please do not send original documents. You may attach photocopies of relevant qualifications, certificates, references, etc. to your application.

If you are the successful candidate, we will need to sight original qualifications and/or verify conferral of the qualification.

If you have any queries

Please contact a member of the Human Resource Development Team.

jobs@rockingham.wa.gov.au or by calling 08 9528 0333.
