



*Information for Intending Applicants*

Position of

**Customer Service Officer**  
(Canning-Gunbarrel Discovery Centre)

*June 2019*

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**About Wiluna:** The Shire of Wiluna is a district comprising 182,156 square kilometres of predominantly desert and pastoral country which is situated deep in the beautiful but rugged the Murchison goldfields subregion of the boom state of Western Australia. As one of the more isolated local governments in the State, the Shire faces unique challenges and opportunities.

The main industries are pastoralism (cattle), mining, tourism (mainly self-drive tourism), and government and non-government services.

The Shire administration is based in the township of Wiluna, which is situated on the Goldfields Highway about 833kms from Perth as the crow flies (950kms or 1,125kms by road, depending on the route) and 533km from Kalgoorlie. Wiluna sits on the edge of the Western Desert and has a population of around 200 people, predominantly of Aboriginal descent.

Tourism features include:

- The starting points of the Canning Stock Route and the Gunbarrel Highway - two great outback adventures for four-wheel drive enthusiasts.
- Wiluna Walk Trails
- Tjurkurba Art Gallery – see the display of historic photos and unique paintings by Wiluna's Aboriginal Martu artists who frequent the Gallery workshop, producing high-quality paintings for sale.
- The *Last of the Nomads* statue, the town's tribute to Warri (1909-1979) and Yatungka (1917-1979), believed to be the last desert nomads leading a traditional lifestyle.
- A graceful Old Hospital (now refurbished as the *Canning-Gunbarrel Discovery Centre*), the birthplace of many local Martu people - and former Governor-General, Major General Micheal Jeffery.
- Red Hill Lookout – a rocky rise just 1200 metres south of the town which gives wonderful views over Wiluna across to the gold mine.
- Wanjarri Nature Reserve, approximately 100kms south of the town, which contains a variety of flora and fauna including over 100 different species of birds have been documented in the Reserve.
- North Pool – a delightful rock hole that is located approximately 20km from Wiluna town centre.

The Shire of Wiluna is rich in mineral resources including gold, iron ore, lead, uranium, and nickel. Mining is a very cyclical industry, with production depending very much on demand and price. Mining production within the Shire of Wiluna is estimated to have been worth \$2.4bn in 2012/2013.

In addition to many working mines, the area has a significant mining heritage and some prospectors are still finding gold around the area.

The town has a general store and post office, a primary school, a well-staffed police station, and a medical centre. There is free-to-air FM radio broadcasting as well as numerous free-to-air television channels available via the VAST satellite system.

Pay TV is also available to subscribers, as is high-speed ADSL internet access. Mobile telephony is available via Telstra's Next G network.

The Shire of Wiluna is an area of low rainfall and extreme temperatures. The mean rainfall for Wiluna is 250mm (10 inches) per annum, although high rainfall is possible at any given time. The daily temperature can vary from highs of well over 40 degrees in the summer months to nightly lows in the winter months below zero.

Although Wiluna is undeniably small and remote, it is really a very liveable town offering good lifestyle opportunities.

**The Shire:** The staff is very small and very friendly (ie. It is a happy workplace).

The Shire fully supports the following concepts and legislative requirements:

- Equal Opportunities,
- Occupational Safety and Health (OSH),
- Providing a Safe and Supportive work environment with positive Cultural Values.

All current and future employees of the Shire are also expected to adhere to the concepts and legislations of the above items.

There are regular staff meetings, and all employees are expected to work within the following corporate values and display the following behaviours:

- **Respect:** Treat others with consideration and courtesy. Encourage and acknowledge effort and initiative. Believe in the ability of others. Recognise and encourage diversity.
- **Openness:** Share information and ideas. Listen and provide feedback. Only talk positively about others. Take responsibility for own actions.
- **Leadership:** Involve staff in decision-making. Communicate plans and objectives. Encourage learning and personal development. Lead by example.
- **Excellence:** Strive to learn. Actively seek and evaluate new ways of doing things. Encourage awareness of our Stakeholders. Actively support a team environment.

**The Position:** The position is to be one of our customer service officers at the Canning-Gunbarrel Discovery Centre, a tourist-oriented facility that also incorporates the Tjukurba Art Gallery.

The most essential characteristics of intending applications will be a friendly, helpful disposition and willingness to fit in as part of the team.

Previous experience in sales, tourism or the visitor centre will be very well regarded.

More details about the position, including the selection criteria, are included in the position description which is appended at page 6 of this information pack. The selection criteria are at page 9.

**Remuneration:** The position is evaluated at level 4 of the Local Government Officers' Interim Award (WA). To attract applicants of the calibre that we require, a competitive remuneration package including base salary circa \$50,000 pa, allowances paid in cash totalling \$4,300 pa, Superannuation contributions of up to 14.5% (subject to conditions), and subsidised (ie. free) housing will be negotiated with the successful applicant.

**Applications:**

Applications will close at **4pm (Perth Time) on Friday, 28<sup>th</sup> June 2019.**

**Applications should contain the following information (failure to include the requested information will affect your chances of being short-listed for interview):**

1. Your full name and date and place of birth.
2. Your address and telephone numbers and/or other contact details.
3. Details of your qualifications (including the year each qualification was completed).
4. A summary showing all relevant employment history, and all employment history for the past 10 years.
5. Your reasons for applying for the position.
6. Your claim for the position; in this section you must address each of the selection criteria, explaining how and to what extent you meet them. The selection criteria are listed in the Position Description attached to this information pack.
7. Any other matter you wish to mention in support of your application. This may include (but is not limited to) relevant personal interests, membership of relevant professional associations, or achievements in voluntary work or associations.
8. The names and contact details of not less than three referees to whom enquiries will be made.
9. You may include copies of written testimonials if you wish. If you do, we may contact the issuers.

In addition to the documents set out above, each applicant is required to submit with their application a signed copy of the ***Declaration, Authorisation and Waiver*** which is attached at the end of this document.

**Only Online Applications will be accepted**

**To submit your application, please visit the following web-page:**

**<https://applynow.net.au/jobs/112654>**

**Police Clearance and Medical Examination Required**

The successful applicant will be required to provide a *Police Clearance* prior to commencing duties. In addition, the successful applicant will be required to undergo a medical examination (at the Shire's expense) before confirmation of their employment.

**Selection and Appointment Process:**

The Shire reserves the right if considered necessary to require shortlisted applicants to participate in tests to assess the extent to which they meet specific selection criteria.

Final interviews will be held in Wiluna on a date yet to be determined.

**This form must be printed, signed, scanned and submitted with your application**

## **DECLARATION, AUTHORISATION, AND WAIVER**

I certify that:

- the information contained in this application and the supporting documentation is, to the best of my knowledge and belief, true and accurate in every detail.
- I understand that the Shire of Wiluna reserves the right to verify all information in the application and that any materially false or misleading information will be sufficient reason for my rejection as an applicant, or my dismissal if employed.

I authorise the Council, or its appointed agents, to make whatever background checks are considered necessary or desirable in order to satisfy itself of my suitability for the position, and to check the veracity of any information contained in my application or supporting information.

I also acknowledge that any information obtained from any background or reference checks is confidential and I undertake not to seek any access or information concerning such checks.

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Signature of Applicant

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Date

<p><b>Note.</b> The Council undertakes that any information obtained during any background check will only be used for the purpose of verifying information contained in the application and determining the applicant's suitability for the position. Any such information obtained will be treated as strictly confidential and will only be made available to the selection committee at the time, and for the purpose, of selecting the suitable applicant.</p>
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# POSITION DESCRIPTION



## JOB OUTLINE

<b>POSITION TITLE</b>  <b>Customer Services Officer</b>	<b>DIVISION/GROUP</b>  <b>Canning-Gunbarrel Discovery Centre</b>	<b>DELEGATED AUTHORITY</b>  <b>Nil</b>	<b>AUTHORISED BY</b>  <b>Chief Executive Officer</b>  <b>DATE: 27 February 2019</b>
<b>REPORTS TO</b>  <b>Manager Community Services (MCS)</b>	<b>POSITIONS REPORTING TO THIS ONE</b>  <b>Nil</b>	<b>SPECIAL CONDITIONS</b>  <ul style="list-style-type: none"> <li>• 3-year contract term.</li> </ul>	
<b>ROLE RESPONSIBILITY</b>  <ul style="list-style-type: none"> <li>• Provide advice and support to tourists and visitors to the Canning-Gunbarrel Discovery Centre.</li> <li>• Sell merchandise and other tourism products</li> <li>• Undertake cash receipting duties and reconcile with other data sources (including SAM).</li> <li>• Provide front of house customer service function.</li> <li>• Support the MCS position as required.</li> <li>• Provide visual surveillance of the Canning-Gunbarrel Discovery Centre.</li> <li>• Support community events and activities.</li> <li>• Assist with the installation and decommissioning of displays.</li> <li>• Assist Art Centre Coordinator and local artists as required.</li> </ul>		<b>WHAT SUCCESS WILL LOOK LIKE (Broad)</b>  <ul style="list-style-type: none"> <li>• Ensure that visitors to the Canning-Gunbarrel Discovery Centre are provided with a highly satisfying, engaging, and memorable experience.</li> <li>• Provide a high level of customer service to all visitors to the Shire's Canning-Gunbarrel Discovery Centre.</li> <li>• Balance daily receipting.</li> <li>• Maintain and safeguard the Shire and community assets.</li> <li>• Organise and participate in community events and activities.</li> </ul>	



POSITION DESCRIPTION



JOB OUTLINE

OBJECTIVES

- To provide front of house customer service to visitors and tourists including receipting,
- To provide surveillance of the Canning-Gunbarrel Discovery Centre to protect the Shire’s and community assets.
- To provide information on local tourist attractions as well as other tourist related information e.g. local accommodation.
- Provide administration support to the CEO and MCS.
- Organise and support community activities and events.

.....	.....	.....
Employee	Manager	CEO

# POSITION DESCRIPTION

## KEY ACCOUNTABILITIES

Key Accountability	Weighting (%)	Key Performance Indicators/Standards/Targets	Measures
Performance	30%	<ul style="list-style-type: none"> <li>• Maintain a 'Can Do' attitude.</li> <li>• Ensure compliance to line manager's lawful directives.</li> <li>• Achieve the expected outcomes contained in your position objectives.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessed via observations of your line manager.</li> </ul>
Teamwork	20%	<ul style="list-style-type: none"> <li>• Work collaboratively with other Shire staff.</li> <li>• Maintain a willingness to work with others in a productive and meaningful manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessed via observations of your line manager and comments from your work peers.</li> </ul>
Service Delivery	30%	<ul style="list-style-type: none"> <li>• Level of customer service provided to visitors and tourists.</li> <li>• Knowledge of local tourist attractions/information (learnt within the role).</li> </ul>	<ul style="list-style-type: none"> <li>• Assessed by your line manager's observations and comments received from visitors and the community.</li> </ul>
Compliance	20%	<ul style="list-style-type: none"> <li>• Ensure you work in compliance with the Shire's Occupational Safety &amp; Health (OSH) policies and procedures.</li> <li>• Ensure compliance to the Shire's Record Keeping Plan (RKP).</li> <li>• Ensure compliance to the Shire's Code of Conduct and Corporate Values.</li> <li>• Ensure compliance to the Shire's policies, procedures and CEO Directives.</li> </ul>	<ul style="list-style-type: none"> <li>• OSH compliance.</li> <li>• RKP compliance.</li> <li>• Code of Conduct and Corporate Values compliance.</li> <li>• Policy Manual, Accounting Procedures and CEO Directives compliance.</li> </ul>

## POSITION DESCRIPTION

### TECHNICAL /FUNCTIONAL REQUIREMENTS – SELECTION CRITERIA

QUALIFICATIONS/CERTIFICATES	TECHNICAL AND SPECIALIST SKILLS/ KNOWLEDGE/EXPERIENCE	CONTACTS/WORKING RELATIONSHIPS
<p>Required:</p> <ul style="list-style-type: none"> <li>• Nil</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>	<p>Required:</p> <ul style="list-style-type: none"> <li>• The legal right to live and work in Australia.</li> <li>• Experience working with the public in customer service, front-of-house, or a tourism-focused role.</li> <li>• Ability/willingness to work during weekends and public holidays (on a roster basis) during the tourist season.</li> <li>• Ability/willingness to take your leave during the off-season.</li> <li>• Computer-literacy</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience in Indigenous art and culture, product display, curation of museum items, or artwork display</li> <li>• Experience living or working in a rural, remote, or very remote community</li> </ul>	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Deputy CEO</li> <li>• MCS</li> <li>• Art Centre Coordinator</li> <li>• Accounting staff</li> <li>• Other Shire Staff</li> <li>• Tourists</li> <li>• Visitors</li> </ul>

## POSITION DESCRIPTION

### BEHAVIOURAL COMPETENCIES

BEHAVIOURAL COMPETENCIES	REQUIRED (yes/no)	PRIORITY (H,M,L)	WEIGHTING
<b>Conceptual Thinking</b> – Considers how things fit together. Sees patterns or trends, makes the complex simple.	Y	L	
<b>Acting Decisively</b> - Takes action despite obstacles. Makes decisions quickly and in a crisis.	Y	M	5
<b>Strategic Orientation</b> – Understands, contributes to and aligns work/priorities to strategic business strategies.	Y	M	5
<b>Focus on Improvement</b> – Sets and works to meet stretching goals. Makes improvements to systems and own work methods.	Y	M	5
<b>Impact and Influence</b> – Knows own impact and able to persuade others and build alliances.	Y	M	5
<b>Customer Service Orientation</b> - Takes personal responsibility for customer satisfaction. Addresses customer needs.	Y	H	30
<b>Leadership</b> – Promotes team effectiveness. Facilitates involvement, removes roadblocks and shares a compelling vision.	Y	L	
<b>Developing and Coaching Others</b> – Gives guidance and feedback. Creates development opportunities and helps others to grow and develop.	Y	M	5
<b>Self-Management</b> – Knows own reactions and feelings, able to respond calmly and manage stress effectively, operates with honesty and integrity.	Y	H	15
<b>Teamwork and Co-operation</b> – Co-operates and participates positively in the team. Values and encourages others input.	Y	H	20
<b>Commercial Acumen</b> - Understands key business drivers and market place. Able to anticipate trends. Seeks to broaden own knowledge.	N		
<b>Flexibility</b> – Looks for alternatives, tries new methods, learns new skills and takes on different roles.	Y	H	10