Customer Service Officer

November 2026

Shire of Cranbrook

Full Time

The Shire of Cranbrook is seeking an enthusiastic, self-motivated and friendly person to be the face of our Shire Administration Office. The position offered is a full-time position and has potential to lead to career advancement in local government.

Duties include responding to enquiries, Department of Transport licensing functions, receiving payments, maintaining facility and venue hire bookings together with general administration tasks.

The base salary is between Levels 2.1 and 3.4 – $70,266.00 to $77,586.00 - dependent upon experience and qualifications, plus a housing allowance of $45 per week. The Shire administration staff work a 19-day month.

The successful applicant will be adaptable, show initiative, and be familiar with the Microsoft Office suite of products.

For more information in relation to this opportunity please download the application pack from https://www.cranbrook.wa.gov.au/the-shire/careers/current-vacancies/

Applications are to be addressed to Mr Peter Fitchat, Chief Executive Officer, Shire of Cranbrook, PO Box 21, Cranbrook WA 6321. Applications may also be sent electronically to admin@cranbrook.wa.gov.au.

Applications close at 4:00pm, Monday 30 November 2026.

Peter Fitchat
Chief Executive Officer

About the Shire:

The Shire of Cranbrook, with a current population recorded as 1089, is located in the Great Southern region of Western Australia and covers an area of 3,390 kilometres. The Shire contains the three townsites of Cranbrook, Frankland River and Tenterden.

The Shire boasts of diversity with many unique opportunities from highly productive well-drained, gravelly, marri loam soils in the west, allowing for the production of internationally famous wines to the deep and shallow sands over clay with gravel to the east permitting for prime mixed farming prospects.

These opportunities are then paired with the brooding beauty of the Stirling Range National Park, pink salt lakes, natural ski lakes, and the rare and alluring native wildflowers.

It is for that reason the Shire of Cranbrook uses the tagline “Great Southern’s Finest” to promote and describe the unique and exceptional area of the Great Southern region.

Shire of Cranbrook
Great Southern's Finest

Key Selection Criteria

Essential:

- Strong commitment to customer service with developed customer service skills;
- Ability to maintain confidentiality is an important obligation to ensure sensitive information is protected from unauthorized access or disclosure;
- Developed computer literacy including Word, Excel and Outlook;
- Experience with cash handling;
- High level of interpersonal and communication (written and verbal) skills;
- Ability to effectively manage time and willingness to work as an integral part of a small, efficient team;
- Ability to show initiative to solve problems and be well organised;
- Accuracy and attention to detail;
- Hold a current 'C/A' class driver's licence; and
- Ability to provide a satisfactory National Police Clearance.

Desirable:

- Local Government experience;
- Knowledge of Department of Transport registration and licensing procedures;
- Experience with social media and website publishing;
- Knowledge of records management and principles;
- Knowledge of Synergysoft software; and
- Experience in data entry.

How to Apply:

To be considered for this position, each of the following must be submitted with your job application:

1. **A cover letter** introducing yourself and addressing the selection criteria above. Each criterion should support the details contained in your resume. Be clear and concise, only including relevant information.
2. **A current resume** with the details of your previous work history, qualifications, and other competencies including knowledge, skills, and abilities you think are relevant to the position.
3. **Professional referees**: A minimum of two referees must be provided.

It is preferred that applications be sent via email to: admin@cranbrook.wa.gov.au

If posting, please address applications to Mr Peter Fitchat, Chief Executive Officer, PO Box 21, Cranbrook WA 6321.

All applications must be received by the due date and time – 4.00pm, Monday 30 November 2026. If posting, please allow sufficient time for applications to arrive.

LATE APPLICATIONS CANNOT BE ACCEPTED.

Shire of Cranbrook
Great Southern Finest

Please note: Canvassing of Councillors will disqualify. Where required, the successful applicant will be required to provide evidence of all claimed qualifications prior to commencing employment.

Industrial Agreement:
Employment conditions are in accordance with the Shire of Cranbrook Administration Staff Collective Agreement 2017.

Salary:
This position is offered in accordance with Level 2.1 to 3.4 of the Shire of Cranbrook Administration Staff Collective Agreement 2017 with a base salary of between Levels 2.1 and 3.4 – $70,266.00 to $77,586.00 dependent upon experience and qualifications.

Superannuation:
Superannuation contributions consist of 12% as per legislation, plus up to 5% additional with a matching employee contribution. Salary sacrifice is available to staff if requested.

Uniform:
Administration staff are entitled to uniform purchases to a maximum of $450 per financial year.

Housing:
A housing allowance of $45 per week is offered.

Hours of Work:
This full-time position is required to work 38 hours per week, working between 8:00am and 4:30pm Monday to Friday with a 30-minute lunch break.

Rostered Days Off (RDOs):
Administration staff who work eight (8) hours per day may accrue four (4) hours per fortnight which entitles them to one Rostered Day Off in each four (4) week period.

Leave:
In accordance with the Shire of Cranbrook Administration Staff Collective Agreement 2017, staff are entitled to:

- 20 days annual leave per annum with 17.5% loading;
- 10 days personal leave per annum;
- 13 weeks long service leave after ten continuous years of local government service (transferable between local governments in Western Australia); and
- Other leave as detailed in the agreement.

Probationary Period
A three-month probationary period is applicable to this position.

Annual Work Reviews
Annual reviews are conducted for all employees. Reviews are undertaken by the position Manager.

Policies and Code of Conduct

A comprehensive Policy Manual exists for the Shire and all employees should be aware of policies in the Manual. All employees must adhere to the employee Code of Conduct and ensure professional conduct is maintained.

Commitment to the Shire:

To deliver outstanding outcomes to our community through the exceptional performance of our people.

Our Values are:

Respect
Honesty
Teamwork
Safety
Accountability

The successful applicant will be required to obtain satisfactory National Police Clearance and undergo a pre-employment medical including drug and alcohol testing prior to appointment.

The Shire of Cranbrook is an equal opportunity employer.