



Community Resource Centre

Tourism and Customer Service Officer

(Part Time)



Information Pack



Community Resource Centre Tourism and Customer Service Officer

The Shire of Corrigin is seeking a friendly and motivated Tourism and Customer Service Officer to join our team at the Community Resource Centre (CRC) in a part-time role, working three days per week.

This position involves customer service with responsibilities in tourism, visitor engagement, communications, and community programs. As one of the welcoming faces of the CRC, you will be a first point of contact for residents, visitors, local businesses, and community groups, helping to highlight Corrigin as a vibrant, welcoming, and engaging place to live and visit.

This is a rewarding opportunity to work in a dynamic and community-focused environment where your initiative, people skills and local pride will make a real difference.

Key Responsibilities

The Tourism and Customer Service Officer plays a key role in supporting the day-to-day operations of the Corrigin CRC while delivering friendly and professional services to residents and tourists.

The role focuses on:

- Providing high-quality customer service and visitor information
- Supporting tourism promotion and local marketing activities
- Undertaking tourism and townscaping projects
- Assisting with community programs, events, training, and library services
- Providing general administration, bookings, and basic financial tasks
- Supporting communications, digital content, and records management
- Contributing to a safe, professional, and community-focused workplace

Further details of responsibilities are outlined in the Position Description.

Qualifications and Requirements

- Completion of compulsory schooling with proficiency in English and Mathematics.
- Current C Class (Car) Driver's Licence.
- Current, or ability to obtain, Working with Children Check.

How to Apply

Applications including a current resume, cover letter addressing the selection criteria, and two recent work-related referees should be submitted to Tanya Ludlow via email at hr@corrigin.wa.gov.au by **4pm Friday 6 February 2026**.

The Shire of Corrigin is an equal opportunity employer and encourages applications from individuals of all backgrounds and experiences to join our diverse and inclusive workforce.

Selection Criteria

Essential

- Demonstrated experience in customer service and general office administration.
- Friendly, professional, and community-minded approach.
- Strong written and verbal communication skills.
- Well-developed organisational and time-management skills.
- High level of computer literacy, including Microsoft Office applications.
- Ability to work independently and as part of a team.
- Demonstrated initiative and effective problem-solving skills.

Desirable

- Experience in tourism, community services, events, or marketing.
- Knowledge of the local community and regional tourist attractions.
- Experience using Canva or similar digital design tools.
- Experience with social media content creation, including short-form video.
- Familiarity with local government or community-based organisations.



Employment Conditions

Location	Corrigin Community Resource Centre 55 Larke Crescent, Corrigin.
Industrial Agreement	Shire of Corrigin Enterprise Agreement 2025, Level 4.1 \$33.30 per hour.
Employment Type	This is a permanent part-time position – 3 days per week.
Hours of Work	Standard working hours are between 8:30am and 5:00pm, Monday to Friday with a half-hour lunch break. Specific days of work are negotiable but availability on Fridays is required, as well as the ability to attend Roe Tourism meetings on four Mondays per year.
Annual Leave	Four weeks Annual Leave for each 12 months of service, including 17.5% leave loading.
Long Service Leave	13 weeks after 10 years continuous local government service, transferable between local authorities within Western Australia.
Public Holidays	In addition to WA gazetted public holidays, two additional Local Government public holidays on 2 January and Easter Tuesday of each year if the day falls on your ordinary day of work, as per Council policy.
Other Leave	Personal/Carer's Leave and Bereavement/Compassionate Leave as per the Shire of Corrigin Enterprise Agreement 2025.
Superannuation	Superannuation of up to 17% based on 12% superannuation guarantee contributions and up to an additional 5% contingent upon the employee's matching contributions. Salary sacrifice is available on the employee's contributions.
Housing Allowance	Housing allowance of \$150 per fortnight (pro-rata for part time employees) after 12 months of continuous service.
Clothing Allowance	Uniform allowance of \$600 per annum (pro-rata for part time employees) for the purchase of corporate uniform at the conclusion of probation period.
Health and Wellbeing	Annual reimbursement of up to \$250 as per policy.
Probationary Period	This position is subject to a three month probationary period which may be extended if performance is not satisfactory.



Submitting Your Application – Guidelines:

These guidelines have been developed to assist you in preparing your application and to ensure all required information and documentation is submitted with your application.

Only photocopies of your qualifications, certificates and the like should be attached to your application. Please do NOT send originals. If you are applying for more than one position then separate applications must be submitted, one application for each position.

Preparing your application:

Applicants who meet the essential criteria and who from their application appear to be competitive will be short listed for an interview. This decision will be based on the information that is relevant to the position that you provide in your application. Your application should include the information listed in the following checklist:

Covering Letter

The covering letter introduces yourself to the selection panel and should include the title of the position that you are applying for. You should explain why you are applying for the position and how you may be contacted during normal business hours.

Curriculum Vitae (Resume)

This should provide personal details (including name, current address and telephone number), relevant work history and education, training courses attended, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held as well as the dates / periods of employment. In the description of your work history give a brief summary of the duties and responsibilities for each of the positions.

Selection Criteria

Consideration for an interview is based upon clear demonstration of your ability to meet each of the selection criteria. Your application should contain information to address all of the selection criteria in a structured format, a short paragraph for each of the criteria will be sufficient.

Referees

You will need to include the names and contact numbers of at least two referees, you should contact referees for approval prior to including them in your curriculum vitae. It is desirable that one referee is your current or recent supervisor / manager. During the application process, referees may be contacted to verify your claims in relation to the selection criteria.

Additional Information:

Working With Children Check

The successful applicant will be required to hold, or be able to obtain, a current Working With Children Check (WWC). If the applicant does not already possess a valid WWC, they will be required to apply for one prior to commencement. Council will reimburse the cost of the application for the successful candidate.

National Police Clearance

This position will require the successful applicant to provide a recent National Police Clearance. The police clearance should have been obtained within the three months prior to applying for or obtaining the position. Council will reimburse the expense of the successful applicant.

Pre-employment Medical / Physical Assessment

Preferred applicants will be required to undertake a pre-employment medical to determine the applicant's suitability to carry out the requirements of the position. Council will nominate an approved doctor and pay for the cost of the appointment for the successful applicant.

Pre-employment Drug and Alcohol Screening

This position will require the successful applicant to undergo a pre-employment drug and alcohol screening. Council will nominate an approved testing agent and pay for the cost of the drug and alcohol screening.

Fit for Work Policy

Council has a Fit for Work Policy which includes drug and alcohol testing. By accepting employment with the Shire of Corrigin employees must agree to abide by this policy which may include undergoing random drug and alcohol tests.

Forwarding Applications for the Position:

Applications will not be accepted after the closing date unless there are valid reasons and these have been communicated to the Shire prior to the closing date.

Your application can be submitted via:

Post: Addressed as follows:
"Private and Confidential – CRC Tourism and Customer Service Officer"
Human Resources Officer
Shire of Corrigin
PO Box 221
CORRIGIN WA 6375

Email: hr@corrigin.wa.gov.au
Please ensure that the subject line is marked as follows:
"Private and Confidential – CRC Tourism and Customer Service Officer"



Working at the Shire of Corrigin

The Shire of Corrigin has a friendly, team-orientated, and highly motivated workforce providing quality services and facilities to residents and visitors to Corrigin. Working with a small, dedicated team provides an opportunity to work on a diverse range of areas and staff are encouraged to develop skills and knowledge based on areas of interests.

Vision

A welcoming, growing and healthy community to live and work.

Mission

We provide leadership to our local community and the delivery of services and facilities to make Corrigin a healthy, happy, growing and inclusive community.

Our Commitments

Staff work together to ensure the Shire of Corrigin is financially stable, is well resourced and has excellent planning. We pride ourselves on our safe workplaces for employees, contractors, visitors, elected members and residents.

The employees are our greatest asset in working toward our vision. The success of our daily operations and delivery of major capital projects relies on the contribution of the dedicated and loyal employees.

The employees of the Shire of Corrigin have made the following commitments:

- We will be professional and have a strong work ethic
- We will work together as a team to achieve our goals
- We will take pride in our work and strive to continually improve the way we do things
- We will communicate with each other and to our community in a positive and respectful manner
- We will provide a safe, healthy and inclusive work environment
- We will support local businesses when possible
- We will be a leader in local government governance and operations



Employee Benefits

Individual conditions of employment are outlined in the Letter of Appointment and/or Employment Contract. The following additional benefits are available when joining the team at the Shire of Corrigin.

Flexible Work Arrangements

The Shire understands that flexible work arrangements help employees achieve a work-life balance and create a positive work environment. Employees can negotiate flexible working arrangements, depending on the individual circumstances and requirements of the position. The Shire supports family friendly or part time employment options.

Competitive Salary

The Shire of Corrigin Enterprise Agreement and contract salary packages provide for competitive salaries that are above the award wages.

Salary Packaging

Salary packaging is available for permanent employees for items such as vehicles or laptop computers.

Hours of Work

Most full time office staff work Monday to Friday from 8.30am to 5.00pm with half an hour for lunch and a Rostered Day Off each month. Part time and contract staff may have different negotiated arrangements.

The outside staff generally work Monday to Friday, from 7.00am to 4.00pm with a Rostered Day Off each fortnight. Additional overtime maybe be required during busy times.

Full time staff work a minimum of 76 hours per fortnight.

Additional Superannuation

In addition to the 12% superannuation guarantee amount the Shire of Corrigin will match employee superannuation contributions up to a maximum of 5%.

Annual Leave

Annual Leave is able to be taken as soon as it is accrued rather than wait for the 12 month anniversary of employment.

Leave loading of 17.5% is paid on annual leave taken with the exception of contract positions.

Long Service Leave

All permanent full-time employees of the Shire are entitled to 13 weeks Long Service Leave after completing 10 years of continuous service in Local Government. Permanent part time and casual employees are entitled to a pro rata Long Service Leave accrual after completing 10 continuous years of service. Long Service Leave accruals are transferable between all local government authorities in Western Australia

Personal/Carer's Leave

Personal/Carer's and Bereavement/Compassionate Leave is paid as per the Shire of Corrigin Enterprise Agreement or Minimum Conditions of Employment Act.

Parental Leave

Parental Leave arrangements are included in the Shire of Corrigin Enterprise Agreement or National Employment Standards.

Professional Development and Training Opportunities

Ongoing professional development is encouraged and the Shire of Corrigin supports employees to gain new knowledge and skills. Study leave and financial support is available to employees wishing to gain TAFE or university qualifications.

Internal Promotion and Higher Duties

Opportunities are provided for employees to perform higher duties and act in senior roles from time to time. Existing employees are encouraged to apply for internally advertised positions when vacancies arise.

Corporate Uniform

All permanent employees are entitled to an annual uniform allowance of \$600 and personal protective clothing to ensure the safety of employees. Part time employees receive a pro rata allowance.



Smoke Free Workplace

The Shire Administration office, Community Resource Centre, Pool and Depot, as well as all shire vehicles are smoke-free.

Health and Wellbeing Program

The Shire is committed to providing employees with a safe, healthy and supportive work environment. The shire recognises the importance of a supportive workplace culture where healthy lifestyle choices are valued and encouraged.

The health and wellbeing of employees and maintaining a good work life balance enables employees to fulfil their work and personal responsibilities effectively and efficiently which benefits both the employee and employer.

The health and wellbeing support services and incentives aim to improve the general health of employees, assist with retention and attraction of staff and assist in the reduction of workers compensation claims.

Employee Support Services

The Shire of Corrigin provides a range of opportunities and support services to create a healthy workplace, improve awareness of health issues, lower risk factors and improve employee safety.

All employees are offered access to the following services:

- Skin cancer screening.
- Hearing testing.
- Flu vaccinations.
- Injury prevention such as manual task training and ergonomic assessments.
- Health and wellbeing assessments.
- Healthy lifestyle programs.
- Mental health awareness.
- First Aid training

Additional health and wellbeing programs are promoted throughout the year depending on topical issues, demand, funding and work arrangements.

Health and Wellbeing Incentives

To encourage fitness and general wellbeing, all permanent full time and part time employees are offered one of the following incentives to a maximum value of \$250 per financial year:

- Season pass for individuals or families (immediate family and dependent children under 16).
- Heated pool entry passes or aqua aerobics classes.
- Reimbursement of local Corrigin sporting team membership fees for active participation eg football, netball, hockey, cricket, tennis, bowls, etc.

- Reimbursement of local personal training or fitness programs or classes.
- Massage, physiotherapy, chiropractor, or any other therapy to assist health and wellbeing.
- Gym membership.

Employee Assistance Program

Employees can access free and confidential counselling sessions over the telephone or face to face. Employees requiring longer term counselling are encouraged to discuss alternative support which may require a medical referral.

Recognition of Service

The long and loyal service of employees is highly valued and recognized with length of service awards.

Equal Opportunity Employer

The Shire of Corrigin treats all employees equally and ensures that the best person is hired for a position based on positive attitude, qualifications, experience and knowledge. Employees from a diverse range of cultures, race, religion, age, gender or disabilities are welcome at the Shire of Corrigin and add valuable skills, knowledge and experiences.

Modern Office Facilities

The Administration Office, Community Resource Centre, Works Depot and Pool are all modern, spacious, air-conditioned buildings with kitchen facilities and a range of individual and shared office spaces .

Employee Social Activities

Working at the Shire of Corrigin is more than just a job. Taking a break from work to get to know fellow employees and socialise is important in maintaining a great team culture. Staff are encouraged to attend breakfast, lunchtime or after work social events.

Employees support a range of voluntary and charitable activities including delivering weekly Meals on Wheels, Containers for Change donations, appeals and fundraising events.

The Shire provides an annual Christmas function for elected members, employees and families.

For further information about the Shire of Corrigin visit our website.
www.corrigin.wa.gov.au

