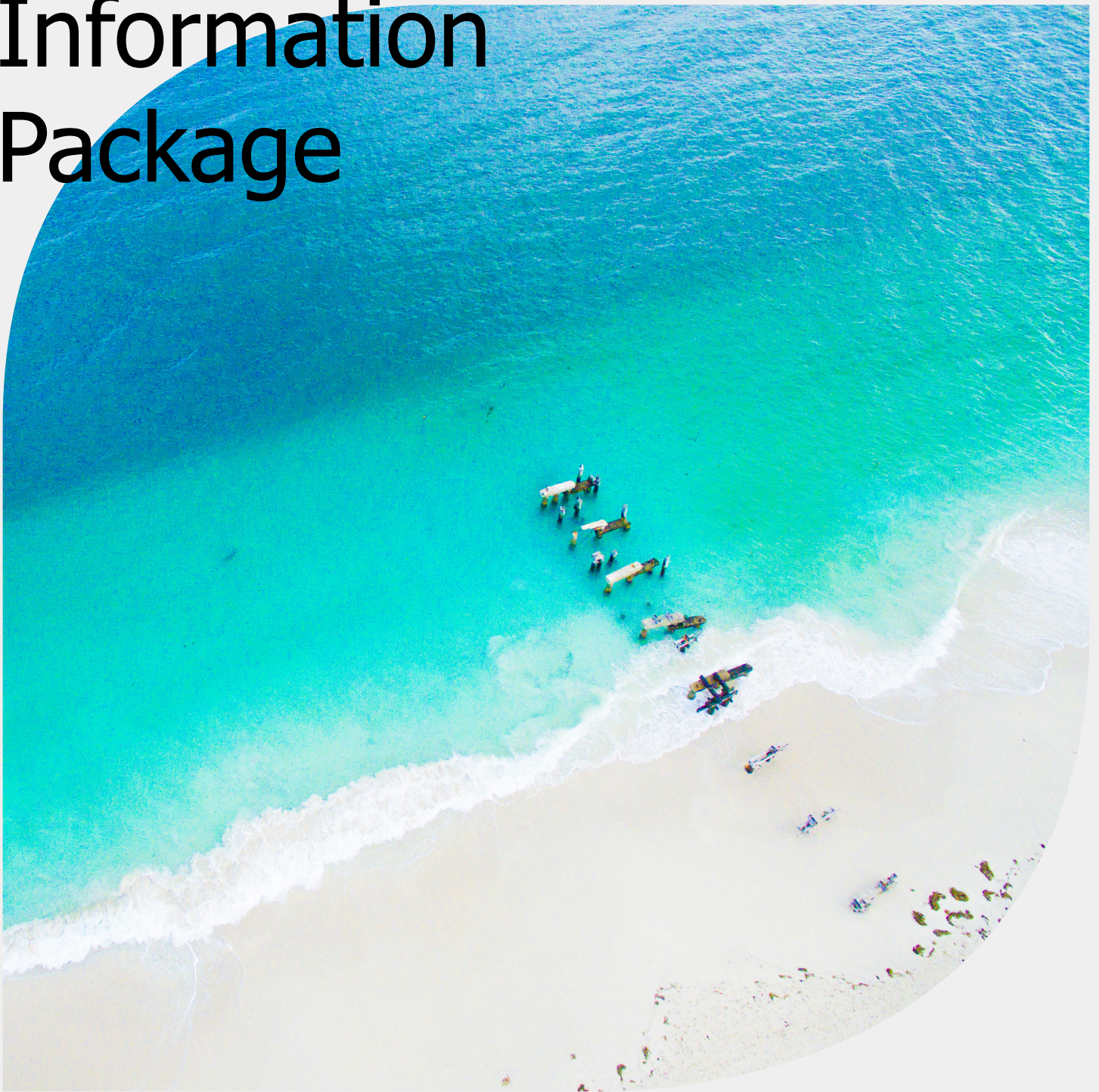


Employment Information Package



CUSTOMER SERVICE OFFICER (TOURISM)

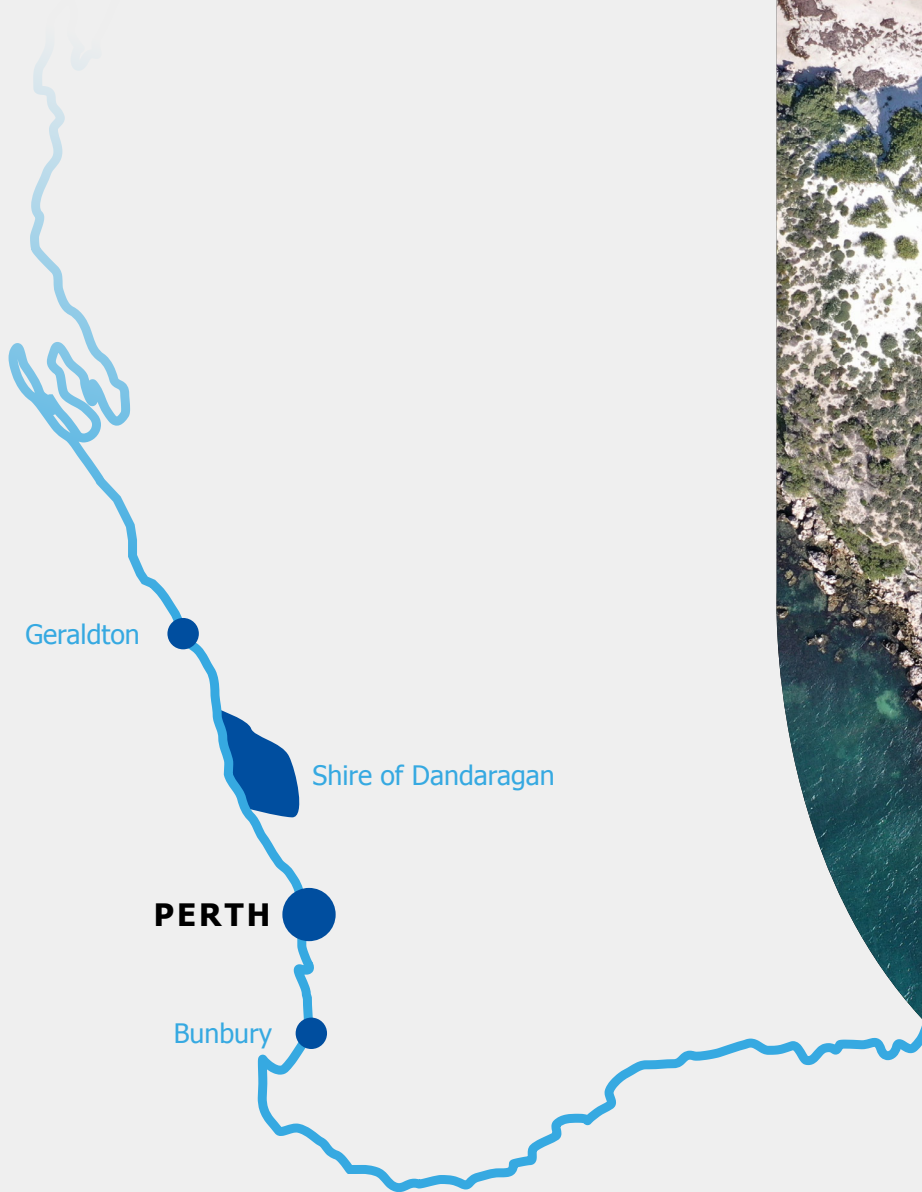
Enquiries:

Lauren Miles
Human Resources Coordinator
08 9652 0800
hr@dandaragan.wa.gov.au

Applications close 6 March 2026

The Shire of Dandaragan reserves the right to close this advertisement prior to the closing date.

Introduction



Just 2 hours
from Perth



Working near pristine beaches, rugged cliffs, and the iconic Pinnacles probably makes each workday seem like a holiday. And it's true, it is a bit like that - but that's only the half of it. While there is no doubt a relaxing and welcoming atmosphere at the Shire of Dandaragan, it's not a job you get when you've checked out and are looking to do the bare minimum. It's a place with real career progression, a place that stimulates you the perfect amount, and it's a place where you can make a real difference in your community. Work/life balance is something that's on a lot of people's minds lately, but with a job at the Shire of Dandaragan, it's not something you ever have to worry about.

Why not check out the region at visitturquoisecoast.com.au

What makes Dandaragan a great place to work?



Location

Stunning natural landscapes and outdoor recreational activities are right at your doorstep. You can experience new places, cultures and social atmospheres wherever you go. And, there's a laid-back atmosphere and friendly community at every turn. In such a lovely area surrounded by natural beauty, is it any surprise the people are just as nice?



Community

Beyond making a significant impact in the local community, you'll also be a part of the community. As well as shorter commutes and more personal time, the local community also contributes to the more relaxed lifestyle.



The Shire

The Shire offers excellent job stability, whilst also offering plenty of opportunities for career growth and progression, so it never feels like you're stuck. We also offer competitive wages and benefits to similar industries, as well as flexible working arrangements - such as options for remote work and accommodations for appointments.



CUSTOMER SERVICE OFFICER (TOURISM) (FULL-TIME)

The Customer Service Officer (Tourism) plays a vital role in enhancing visitor experiences and promoting the Turquoise Coast region and the wider Shire of Dandaragan. Based at the Turquoise Coast Visitor Centre in Jurien Bay, the position ensures the delivery of high-quality customer service and supports the day-to-day operations of the centre.

About the Role

This full-time position ensures the Turquoise Coast Visitor Centre operates smoothly and provides a welcoming, professional environment for visitors. The role delivers accurate tourism information, maintains displays and retail stock, and manages booking and point-of-sale systems. It also supports the centre's online presence through website and social media updates. Reporting to the Manager Customer and Community Services, the position assists with local tourism promotion and strengthens community and business connections.

Key Responsibilities

The Customer Service Officer delivers high-quality customer service, manages daily opening and closing routines, and ensures the Visitor Centre is well-presented and efficiently operated. The role maintains stock and tourism displays, processes sales and bookings, and provides guidance to casual staff.

How to Apply

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

1. **A cover letter** - outlining how you meet the requirements of the role
2. **A current resume**
3. **A completed application form** - found within this Information Pack.

If this valued role appeals to you, an information package is available on the Shire's website www.dandaragan.wa.gov.au/employment or contact Lauren Miles HR Coordinator hr@dandaragan.wa.gov.au or on (089652 0800).

Applications close at 4:00pm 6 March 2026

The Shire of Dandaragan is an equal opportunity employer.

Brent Bailey
CHIEF EXECUTIVE OFFICER

POSITION DESCRIPTION

Position Title	Customer Service Officer (Tourism)
Tenure	Permanent full time
Primary Place of Employment	Turquoise Coast Visitor Centre, 67 Bashford Street, Jurien Bay
Award	Level 4 of the Local Government Industry Award 2020 Industrial Agreement <i>(formerly the Local Government Industry Award 2020 as at 1 January 2023)</i>
Department	Office of the CEO
Accountable to	Manager Customer & Community Services
Accountable for	Customer Service Officers (casual)
Internal Liaison	Visitor Centre Staff Community Development Officer Other Shire employees
External Liaison	General public Business owners and tourism operators Ratepayers and residents Community groups Government agencies

POSITION OBJECTIVE:

This role delivers high-quality customer service to enhance visitor experiences and promote the Turquoise Coast and greater Shire of Dandaragan region. The Customer Service Officer is responsible for the day-to-day operations of the Turquoise Coast Visitor Centre and provides an efficient, friendly service that supports positive public relations in Jurien Bay.

The position assists local businesses in promoting visitor products and services. The role also acts as the first point of contact for customers, ensuring timely, professional responses and an effective visitor centre service

REQUIREMENTS OF THE POSITION:

Skills	Essential	Desirable
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Shire of Dandaragan
Position Description - Customer Service Officer (Tourism)

Excellent organisation, time management & planning skills including planning, coordinating, and working without direct supervision.	✓	
Well developed numeracy and literacy skills	✓	
Excellent communication and interpersonal skills including written and verbal communications, public relations and customer interaction.	✓	
Good level of promotional and marketing skills	✓	
Good computer and digital literacy skills including document management and proficient use of Microsoft Office	✓	
Developed problem-solving skills	✓	
Good budgeting skills and the ability to monitor financial performance of small projects	✓	
Ability to work in the absence of direct supervision	✓	
Knowledge	Essential	Desirable
Knowledge of established customer service practises and procedures		✓
Knowledge of the local area, surrounding towns, and attractions		✓
Basic understanding of destination marketing		✓
Ability to analyse data		✓
Experience	Essential	Desirable
Demonstrated experience in customer service and training	✓	
Demonstrated experience in tourism or visitor services	✓	
Qualifications and / or Training	Essential	Desirable
Qualifications relevant to the role eg Certificate III in Tourism		✓
Current Federal Police Clearance	✓	
Working With Children's Check		✓

KEY DUTIES / RESPONSIBILITIES:

Visitor Centre

- Provide an outstanding customer service experience for visitors and customers.
- Prepare the TCVC for daily operations, including opening and closing procedures.
- Operate the electronic point-of-sale system for sales, including cash handling and electronic payment processing.
- Accurately and efficiently manage online booking platforms utilised by the Shire (i.e. SpacetoCo).
- Monitor and update the website and social media platforms related to the Visitor Centre and tourism services
- Provide general tourism information to visitors about the Turquoise Coast region and surrounding regions.
- Ensure the TCVC presents as a professional, modern, clean, and welcoming visitor facility.
- Maintain displays, stock, and inventory for the TCVC to ensure products are well-presented and available for purchase.
- Undertake relevant administrative duties within the TCVC.
- Supporting the training of casual TCVC staff.
- Provide customer service and administrative support to other parts of the Shire when needed.
- Perform any other duties consistent with the level of this position.

Occupational Safety & Health

- To participate in the development of a safe and healthy workplace.
- Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure your own safety and health and that of others, and to abide by your duty of care provided for in the legislation.
- Report any injury, hazard or illness immediately, where practical to your supervisor.
- Not place others at risk by any act or omission.

Shire of Dandaragan
Position Description - Customer Service Officer (Tourism)

- Not wilfully or recklessly interfere with safety equipment.

EXTENT OF AUTHORITY:

Works under the direction of the Manager Customer & Community Services.

May exercise initiative and / or judgement within clearly established procedures and guidelines.

TRAINING, CONFERENCES, SEMINARS:

The Shire actively supports ongoing learning and skill development for its workforce. Access to training and professional development opportunities will be provided where they are directly linked to the requirements and outcomes of the role.

AWARD:

General conditions of employment are offered on the basis of the Local Government Industry Award 2020 Industrial Agreement (formerly known as the Local Government Industry Award 2020 as at 1 January 2023).

APPLICATION FORM

(Ensure to complete this form and attach to your application)



POSITION DETAILS	
Position Advertised:	
Location:	Jurien Bay

PERSONAL DETAILS	
Surname:	Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss
Given Names:	Date of Birth:
Address:	
Suburb:	Postcode:
Daytime Contact No:	Email:
Nationality:	Are you a permanent resident of Australia, or have you been granted permanent residence? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, please attach copy of a Visa validating permission to work in Australia.
Do you hold a current unrestricted Western Australian Motor Vehicle Driver's Licence : <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other: Licence Class (circle): C / R / RE / LR / MR / HR / HC / MC	

EMPLOYMENT HISTORY			
<input type="checkbox"/> Refer to attached CV / Resume for complete details (please tick if attached)			
Period of Employment	Name of Employer	Position Held	Reason for Leaving

EMPLOYMENT REFERENCES	
Please provide details of at least two contactable work-related referees ie your present or most recent employers / supervisors.	
(Referee 1) Name:	(Referee 2) Name:
Position Held:	Position Held:
Company:	Company:

Contact No:	Contact No:
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How soon would you be able to commence work?	If currently employed, what is the minimum period of notice required:
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EDUCATION / TRADE DETAILS

☐ **Refer to attached Resume for complete details (*please tick if attached*)**

Highest Level attained (eg. Year 10, 11, 12, TAFE, University):

Year	Name of School / Institution	Certificate / Qualification Obtained

Current Studies being undertaken

Year Commenced	Name of School / Institution	Details

Other Qualifications / Training (eg trade details, certificates / licences held, or other relevant information):

SUPPLEMENTARY DETAILS - HEALTH / MEDICAL ISSUES

Do you consider your overall health to be: ☐ Excellent ☐ Good ☐ Average ☐ Fair
 Are there any reasons you may be unable to carry out the full requirements of this position? ☐ No ☐ Yes, please give details:

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SUPPLEMENTARY DETAILS - CONVICTIONS

Have you ever been convicted of any offence in any court or are you currently the subject of any charges pending? (You do not need to give details of any conviction that has been declared spent under the Spent Convictions Act 1988). ☐ No ☐ Yes Please provide details:

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A criminal record is not a barrier to the consideration of an application for employment. Applicants who have a record of conviction are invited to discuss its relevance or otherwise to the position being applied for.

HOW DID YOU FIND OUT ABOUT THIS POSITION

How did you find out about this position? (ie Facebook, Seek, Shire website, local paper etc)

CHECKLIST

<input type="checkbox"/> Application Form Completed	<input type="checkbox"/> Cover Letter
<input type="checkbox"/> Position Selection Criteria Addressed	<input type="checkbox"/> Current CV / Resume Attached
<input type="checkbox"/> Required Documentation Attached	<input type="checkbox"/> Original/s will be provided at Interview (eg. police clearance, licences, etc)

APPLICANT DECLARATION

1. I certify that the information contained in this application is to the best of my knowledge and belief, true, accurate and current in every detail, with no impending issues or claims apparent that may affect consideration of this application or the requirements of any position for which I am applying.
2. I understand that Shire reserves the right to verify all information on this application and that any false or misleading statements will be considered sufficient cause for the application to be rejected, or for immediate dismissal if appointed.
3. I understand that Shire's recruitment and selection procedure involves a pre-employment medical examination by a Shire approved medical centre, at the Shire's expense, and that original results of this examination are required to be disclosed to this organisation.

Signature of applicant:

Date:



69 Bashford Street
Jurien Bay, WA 6516
08 9652 0800
www.dandaragan.wa.gov.au/employment

