



ANABRANCH
BURONGA
COOMEALLA
CURLWAA
DARETON
ELLERSLIE
GOL GOL
MONAK
PALINYEWAH
POMONA
POONCARIE
RUFUS RIVER
TRENTHAM CLIFFS
WENTWORTH

Candidate Information

Customer Service Officer

Join Wentworth Shire Council for a career in a progressive, community-focused work environment that prioritises the interests of the Shire. Wentworth Shire Council is committed to becoming a child safe organisation by embedding the NSW Child Safe Standards across our organisation. An advocate of Equal Employment Opportunity, Council offers outstanding working conditions and a team-oriented, positive culture.

Employees at Wentworth Shire Council are provided with a range of benefits:

- ▶ Accrued Rostered Days Off throughout the year (for eligible roles), in addition to four weeks of Annual Leave
- ▶ Guaranteed 3% increase (2025/2026) on top of any appraisal step increase
- ▶ Long Service Leave entitlements after five years of service
- ▶ Professional development opportunities

Applications are encouraged from individuals of all backgrounds, including Aboriginal and Torres Strait Islander peoples, people of different ages, those with disabilities, and members of the LGBTIQIA+ community, as well as candidates from various cultural and linguistic heritages.

Wentworth Shire, home to about 8,000 residents, offers a unique lifestyle by the Murray and Darling Rivers. A place of natural beauty and outdoor activities, the Shire is ideal for families. Nearby Mildura provides additional amenities and cultural experiences. This balance makes Wentworth Shire an attractive location for living, working, and exploring.

For further information on advertised positions and details on how to apply, contact Glen Norris, Manager Human Resources:
P: (03) 5027 5027
E: humanresources@wentworth.nsw.gov.au

At Wentworth Shire Council, we value:

Honesty & Integrity

- ▶ We deliver on commitments
- ▶ We act ethically

Accountability & Transparency

- ▶ We take responsibility for our actions
- ▶ We communicate openly and respectfully with our community

Respect

- ▶ We act professionally towards our community and our colleagues

Quality & Commitment

- ▶ We do our best to provide the highest standard of goods and services to our community
- ▶ We are responsive to the needs of our community and always look for ways to better serve our community
- ▶ We are dedicated to fulfilling the Shire's vision and goals



If you require assistance reading and understanding this document, please contact the Translating and Interpreting Service on 131 450 and ask them to call Wentworth Shire Council on 03 5027 5027.

Position Description – Customer Service Officer

Directorate	Finance and Policy
Location	Wentworth
Classification/Grade/Band	ATT2, Level 1A
Position Code	
Date position description approved	February 2025

Council overview

The Wentworth Shire Council region is made up of the following towns and irrigation areas; Wentworth, Dareton, Coomealla, Pomona, Mourquong, Monak, Trentham Cliffs, Pooncarie, Buronga, Gol Gol, Ellerslie and Curlwaa. Some of these towns are classified as villages, and the entire population of nearly 8,000 people is spread across approximately 26,000 square kilometres, making our region one of the most sparsely populated rural council areas. Wentworth Shire Council manages one of the largest road networks in New South Wales (NSW), responsible for maintaining 2139 kilometres of roads, with over 519 km of these sealed. The Wentworth Shire Council Chambers, main office and works depot, library, town hall and Visitor Information Centre are all located in Wentworth.

Council values

- Honesty and Integrity.
- Accountability and Transparency.
- Respect.
- Quality.
- Commitment.

Primary purpose of the position

The position is responsible for providing high level frontline customer service and administrative / technical support on a daily basis to meet the needs of internal and external customers, ensuring that Council's image is enhanced and protected by performing all duties in a courteous, efficient and professional manner. Duties include (but not limited to);

- Undertake general customer service duties which include;
 - Answering face to face, telephone and electronic enquiries.
 - Providing guidance and advice on a range of Council related matters.
 - Processing customer requests for service including any customer complaints.
 - Take bookings for Council owned building, parks, reserves, meeting rooms and equipment hire.
 - Undertake receipting and balancing cash on a daily basis.
 - Promptly and accurately register and record all corporate related correspondence and documentation, including emails into Council's electronic document management system.
- Additional duties include;
 - Assisting in the development and review of customer service procedures and standards of service.
 - Completing cemetery searches and take cemetery bookings and reservations.
 - Bendigo Bank Agency teller at Midway Service Centre Buronga.
 - Provide general administrative support to all areas of Council as required.
- Carry out other duties within the scope, skill and competence level of the position.
- Undertake all identified training requirements associated with the position.

Locations of work

- Midway Service Centre Buronga (6 Midway Drive Buronga)
- Wentworth Administration Office (61 Darling Street Wentworth)
- Other locations as required.

Reports to

- Team Leader Customer Service





Key selection criteria

- **EXPERIENCE** - Demonstrated experience in the field of Customer Service delivery.
- **COMMUNICATION** - High standard of verbal communication skills and general level of written communication skills.
- **ACCURACY** – strong attention to detail.
- **CONFIDENTIALITY** – Demonstrated ability to maintain confidentiality and exercise discretion.
- **PROBLEM SOLVING** – Demonstrated experience in dealing with difficult or challenging situations.
- **TEAM WORK** - Ability to work effectively and efficiently in a team environment.
- **MULTI TASK** - Ability to work in a demanding office environment where the ability to multi task is essential.
- **OPEN MINDED** - Openness and willingness to change and continually improve processes.
- **CASH MANAGEMENT** - Experience in cash handling and the use of computerised receipting systems.
- **ADVANCED COMPUTER SKILLS** - Demonstrated knowledge and experience in the accurate operation of various computer applications, including the Microsoft Office suite. This would ideally include customer relationship management software and electronic document management systems.
- **LICENCE** - Current and valid driver's licence and a willingness to drive.

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Adept
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Community and Customer Focus	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with the organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest.
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvement to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Participates constructively in unit planning and goal setting • Helps plans allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and establishes issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness

Organisation Overview

EXECUTIVE LEADERSHIP REPORTING STRUCTURE

Our Organisational Structure is designed to deliver on the Community’s Strategic Objectives as outlined in the Community Strategic Plan 2026-2036.



REPORTING STRUCTURE

As at 01 May 2024



Commenced journey with Council in November 2002.



KEN ROSS

GENERAL MANAGER

Appointed to role in May 2019

OFFICE OF THE GENERAL MANAGER

BUSINESS SUPPORT

- Advocacy
- Executive Services
- Civic Service
- Mayor & Councillor support

HUMAN RESOURCES

- Human Resources recruitment
- Organisational training & development
- Work Health & Safety
- Workplace & Industrial relations

TOURISM & PROMOTION

- Events
- Library
- Marketing & Communications
- Tourism
- Visitor Information Centre

Commenced journey with Council in November 2008.



SIMON RULE

DIRECTOR

Appointed to role in May 2014

CORPORATE SERVICES

CUSTOMER SERVICES

- Bendigo Bank Agency (Midway Service Centre)
- Bridge lift bookings
- Cemetery reservations & burials
- Customer enquiries
- Receipting (rates, water accounts, applications)
- Venue hire bookings

FINANCE & ACCOUNTING

- Accounts payable/receivable
- Accounting services
- Payroll
- Procurement
- Rates

ECONOMIC & COMMUNITY DEVELOPMENT

INFORMATION TECHNOLOGY

- Business continuity
- Cyber security
- End-user support
- Geographic Information Systems (GIS)
- Hardware/software/maintenance acquisition

RECORDS

- Record management

RISK & GOVERNANCE

- Audit, Risk & Improvement Committee
- Corporate Compliance
- Corporate Strategic Planning & Reporting
- Internal Audit
- Risk management

STORES

Commenced journey with Council in October 2017.



GEORGE KENENDE

ACTING DIRECTOR

Appointed to role in January 2024

HEALTH & PLANNING

BUILDING SURVEYING/ ENVIRONMENTAL HEALTH

- Bonds and Permits
- Building Certification
- Food Safety – annual inspections & temporary permits
- Public Health/Skin Penetration/ Cooling Towers/UPSS

COMPANION ANIMALS

- Barking Dogs
- Nuisance/Aggressive Dogs
- Rehoming
- Shelter Management

DEVELOPMENT ASSESSMENT

- Development Determinations
- Planning Portal management & assistance
- Pre-lodgement advice

COMPLIANCE/REGULATORY SERVICES/LOCAL LAWS

- Alcohol Free Zones
- Development compliance
- Education & enforcement
- Noise
- Pollution & contaminated land

RESERVES & LAND TENURE

- Acquisition of land
- Crown land manager
- Native Title

STRATEGIC DEVELOPMENT

- Heritage Protection & Advice
- Planning Proposals & LEP Amendments
- Strategic Planning Projects & Strategies

Commenced journey with Council in November 2016.



GEOFF GUNN

DIRECTOR

Appointed to role in August 2019

ROADS & ENGINEERING

ENGINEERING TEAM

- Assets
- Engineering services
- Infrastructure
- Technical Services
- Water & Waste Water

WORKS TEAM

- Aerodrome operations
- Building maintenance
- Civil Works
- Fleet/Workshop
- Landfill/Waste
- Operations
- Parks & Gardens
- Roads

Wentworth

at a glance



8.40% of our population identify as Aboriginal or Torres Strait Islander (State average is 3.44%)

Proclaimed a Shire on 23 January
1879

Area (sq. km)
26,256



7,688
Estimated Residential Population (Remplan)

Largest industry of Employment is Agriculture, Forestry & Fishing with **23.46%** of the population



28.81%
Mining is the largest industry sector with (\$445,500,000) gross revenue

3 Libraries

1 Hospital

8 Schools

1 TAFE Campus

2 Aerodromes

29.51%
of homes are owned outright



33.32%

Working age Residents (25-64 yrs old)
(state average is 35.70%)

3,124

Employed Residents

4.20% Unemployment Rate (Sept 2024)



Year 12 education as the highest form of education

Wentworth Shire residents

31.40%

vs.

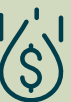
Other areas of NSW

21.40%

\$95,330
per capita Gross Regional Product



The Median Wage for Households:
Wentworth
\$1,987/wk



State (excl. Greater Sydney)
\$1,434/wk



Greater Sydney
\$2,077/wk

The individual median wage is **\$696** per week with **16.25%** of people earning over **\$1,500** per week.

43 years old

is the Median Resident age (State median is 39)

29.62% of Residents are aged under 25 (State average is 30.03%)

20.77% of Residents are aged over 65 (State average is 17.65%)



25.07% of families earn over \$130,000 vs. state average of 37.59%



422km
ADELAIDE

583km
MELBOURNE

1,044km
SYDNEY

662km of sealed road

1,360km of unsealed road



Contact

 **Main Service Centre**
61 Darling Street, Wentworth

 **Postal Address**
PO Box 81, Wentworth NSW 2648

 **(03) 5027 5027**

 **council@wentworth.nsw.gov.au**

 **wentworth.nsw.gov.au**

Have Your Say:
wentworth.nsw.gov.au/have-your-say