



APPLICATION PACKAGE

Customer Service Officer / Property Manager



Vision Statement

To assist our community towards a prosperous future by providing a positive environment in which to work and live.

SHIRE OF MUKINBUDIN

CUSTOMER SERVICE OFFICER / PROPERTY MANAGER

Part Time - 0.8 FTE

Situated in the north-eastern Wheatbelt of Western Australia, the Shire of Mukinbudin is an enthusiastic and progressive local government with an abundance of community spirit. Mukinbudin is a friendly and safe community offering a relaxed and informal lifestyle.

The position is based in Mukinbudin, located 296 km north-east of Perth in the Wheatbelt. The town is well equipped with shopping and banking facilities, medical services, excellent sporting amenities, daycare and a district high school.

The Shire of Mukinbudin is seeking a highly motivated individual to join our Administration Team in the role of Customer Service Officer / Property Manager. The successful applicant will be responsible for the administration and management of Council owned and managed properties, together with general customer service duties. This includes the administration of tenancy agreements, rental arrangements, inspections, maintenance coordination, compliance obligations and record keeping.

The position is part time at four days per week (8 hours per day). From time to time, additional hours may be required to support operational requirements, including periods of staff leave and special events. The successful applicant may also be required to undertake work for neighbouring shires under a fee for service arrangement with the Shire of Mukinbudin.

Appropriate training and ongoing support will be provided to the successful candidate to ensure they are well equipped to undertake the responsibilities of the role. This is an excellent opportunity for someone looking to commence or develop their career in Local Government and broaden their skills in a supportive and community focused environment.

Depending on skills and experience, the position is offered between Level 6 and Level 10 of the *Local Government Industry Award 2020*. A rental property may be available to the successful applicant, if required, with relocation expenses negotiable.

For full details regarding the remuneration and employment conditions, please refer to page 5 of the Application Package.

Written applications clearly marked “**Customer Service Officer / Property Manager**”, including a cover letter, a statement addressing the selection criteria and a detailed resume outlining relevant experience and the contact details of two (2) professional referees, should be submitted to the Chief Executive Officer by the closing date.

Applications close: 4:00pm, Monday 7th September 2026.

For additional information regarding this vacancy, please contact Tanika McLennan, Chief Executive Officer, on (08) 9047 2100 or via email at ceo@mukinbudin.wa.gov.au.

Tanika McLennan
CHIEF EXECUTIVE OFFICER

Prior to commencement, the successful applicant will be required to provide a current National Police Clearance and undergo a pre-employment medical examination, both at the Shire's expense. The Shire reserves the right to conduct random alcohol and drug testing as necessary.

Canvassing of elected members is strictly prohibited.

POSITION DESCRIPTION



POSITION DETAILS

TITLE:	Customer Service Officer / Property Manager	
PURPOSE OF ROLE:	To deliver excellent customer service to clients in person at the front counter, over the phone or via email, and be responsible for the effective management of all Council owned and managed residential properties. This includes the administration of tenancy agreements, rental inspections, maintenance coordination, compliance obligations and record keeping. The role ensures that Council assets are utilised efficiently, maintained appropriately and managed in accordance with legislative and policy requirements.	
DEPARTMENT:	Corporate Services	
CLASSIFICATION:	Local Government Industry Award 2020 – Level 6-10	
ORGANISATIONAL RELATIONSHIPS:	Reports to: Deputy Chief Executive Officer	
<u>Internal Liaison</u> • CEO • Deputy Chief Executive Officer • Other executive staff members • Maintenance Officer • Administration staff <u>External Liaison</u> • Ratepayers and general public • Representatives from NEWROC Shires • Consultants, contractors and other representatives		
EXTENT OF AUTHORITY:	Authority to act in accordance with the Local Government Act, the Shire of Mukinbudin’s Code of Conduct, Shire policies and procedures appropriate to the position and under the direction of the Deputy Chief Executive Officer. Prioritises own work to ensure all tasks are performed within a satisfactory timeframe.	
<u>Physical Requirements</u> • No physical requirements.		
<u>General Requirements</u> • Strong communication skills, both written and verbal. • Strong understanding of lease administration, tenancy legislation, property maintenance processes, and asset management principles. • Strong customer service skills. • Experience using property management systems. • Strong computing skills, including Microsoft Office (Essential) and Synergy Soft (Desirable). • Strong time management and organisational skills, including the ability to meet deadlines. • Ability to work with minimal supervision, either individually or in a team environment. • Ability to manage sensitive information and maintain confidentiality. • Strong knowledge of Local Government protocols and procedures and statutory property management requirements. • Strong knowledge of Council’s organisational structure.		
<u>Work Health and Safety</u> • Sound knowledge of safe work practices, to care for their own health and safety and that of others. • Sound knowledge of safe operational procedures and proper use of equipment.		

- Participation in developing safe work procedures and training.
- Report hazards and incidents to Supervisor/Manager.

Key Activities

Customer Service

- Deliver professional, friendly and efficient customer service to clients in person, over the phone and via email.
- Respond to customer enquiries and redirect queries to relevant staff members as necessary.
- Provide back up to the Customer Liaison Officer with the Administration Office's general email inbox, including responding to enquiries or forwarding messages to the appropriate staff.
- Provide back up to the Customer Liaison Officer performing cashier duties, including morning set up, daily receipting of payments, end of day banking and end of month cash till balance.
- Provide back up to the Customer Liaison Officer to coordinate facility and equipment bookings using the bookings calendar and liaise with the Finance Officer regarding invoicing requirements.
- Ensure the Administration Office front counter and Library areas remain clean, tidy and welcoming.
- Assist in monitoring and maintaining stationery, consumables and stock supplies (including cleaning products, in conjunction with Auxiliary staff).
- Collaborate with staff across various Shire departments, to gather information and resolve issues.
- Remain informed about Council services and activities to provide accurate and timely information to the public.
- Provide administrative support to staff, including raising purchase orders and preparing correspondence and other general documentation as required.
- Demonstrate flexibility to work additional hours, by agreement, where reasonably required to support special events, operational requirements or staff leave.
- Undertake other duties as directed by the CEO, Deputy CEO or other Executive staff, within the scope and capability of the role.

Department of Transport Licensing (DOT)

- Provide back up to the Customer Liaison Officer to deliver professional, friendly and efficient DOT licensing services to the public, in accordance with the responsibilities of an accredited Trelis User.
- Stay informed of DOT updates by regularly accessing the My Knowledge portal and reviewing official announcements.

Property & Tenancy Management

- Administer all residential property tenancy contracts.
- Prepare new lease documentation and manage renewals, variations, rent reviews and termination processes.
- Maintain accurate schedules of lease expiry dates, bond records and property conditions.
- Coordinate property handover, entry condition reports, routine inspections and exit inspection, in conjunction with the Maintenance Officer.
- In conjunction with the Finance Officer, ensure rental payments are monitored and followed up promptly where required.
- Manage housing vacancy enquiries, including responding to applicants, maintaining accurate records and coordinating inspections and allocations.

Property Maintenance & Asset Coordination

- In conjunction with the Maintenance Officer, facilitate maintenance requests and ensure repairs are carried out within required timeframes.
- Liaise with contractors, service providers and internal works teams to ensure properties remain safe, functional and compliant.
- Maintain records and contribute to long term property maintenance planning.

Financial and Administrative Duties

- Assist with the preparation of annual property budgets and forecasting of expenditure.

- Liaise with the Finance Officer to ensure invoicing and bond transactions are completed in accordance with financial procedures.
- Maintain complete and accurate property files, registers and digital records.
- Prepare council reports, briefing notes and recommendations as required.

Compliance and Legislative Requirements

- Ensure all property management activities comply with relevant legislation, including tenancy law, building compliance, workplace health and safety requirements and Local Government policies.
- Monitor key compliance items such as electrical test and tag, fire safety equipment, safety audits and inspection schedules.

Stakeholder Liaison

- Provide a high standard of customer service to tenants, staff, contractors, the general public and NEWROC Shires.
- Act as the primary point of contact for all residential property related enquiries.

Selection and Performance Criteria

All are essential unless otherwise denoted

Skills, Knowledge & Experience

- Strong communication skills, both written and verbal.
- Strong understanding of lease administration, tenancy legislation, property maintenance processes and asset management principles.
- Strong customer service skills.
- Experience using property management systems.
- Strong computing skills, including Microsoft Office (Essential) and Synergy Soft (Desirable).
- Strong time management and organisational skills, including the ability to meet deadlines.
- Ability to work with minimal supervision, either individually or in a team environment.
- Ability to manage sensitive information and maintain confidentiality.
- Strong knowledge of Local Government protocols and procedures and statutory property management requirements.
- Strong knowledge of Council's organisational structure.
- Knowledge of local area. (Desirable).

Qualifications and or Training

- Completion of Year 10 Certificate.
- Completion of Year 12 Certificate (Desirable).
- Qualifications in property management, real estate, business administration or a related discipline (Desirable).
- Previous experience in Local Government Administration (Desirable).
- Knowledge of the Local Government accounting software SynergySoft (Desirable).
- First aid certificate (Desirable).

Licences/Clearances & Checks

- C class of WA Drivers' Licence
- National Police Clearance
- Medical Clearance

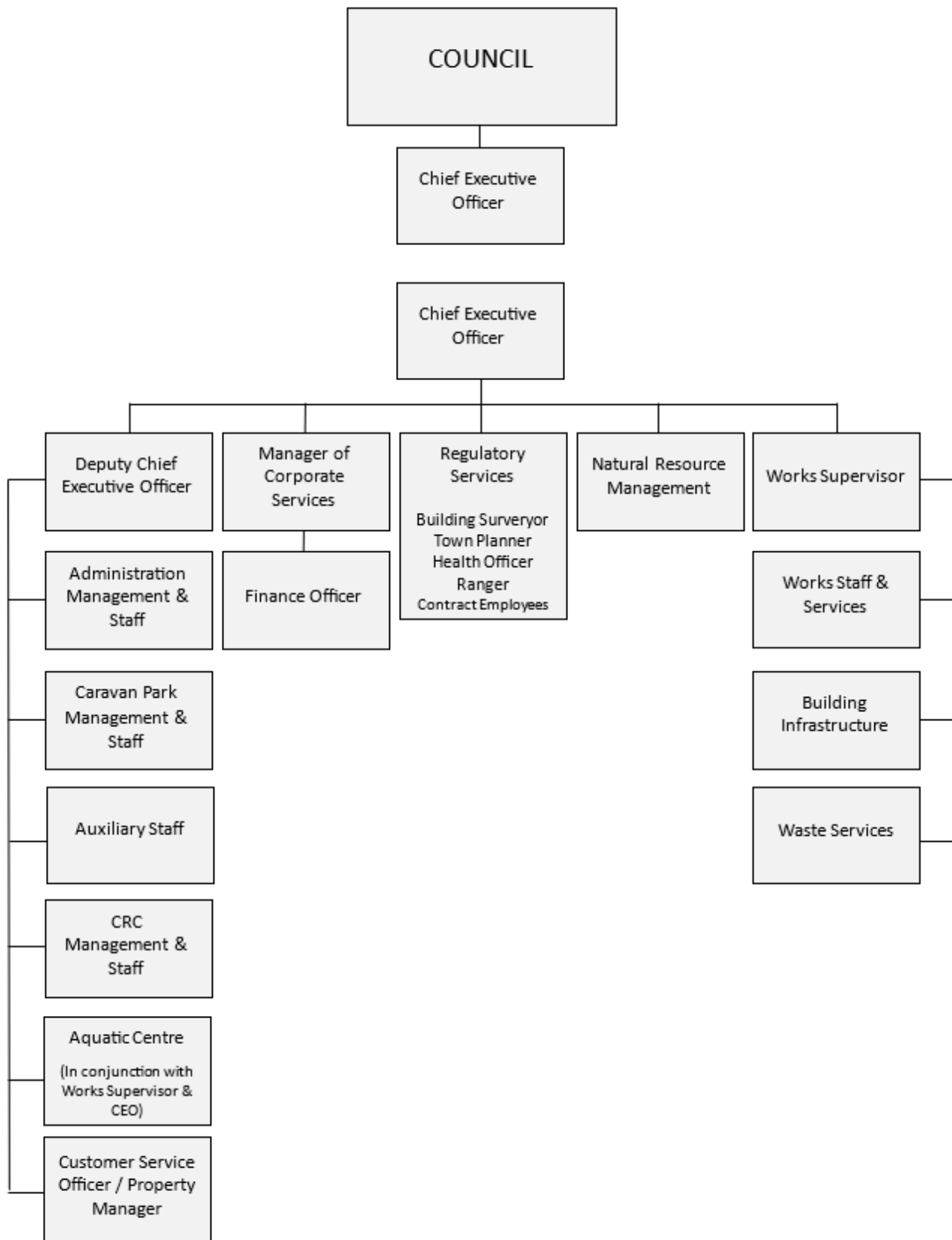
Remuneration & Benefits

The remuneration package and associated benefits outlined below are based on the full-time position. These will be adjusted on a pro-rata basis, in accordance with the part-time hours of work.

- Base Salary ranging from \$68,934 to \$88,616 (Level 6-10) - per annum, inclusive of a 3% over-award payment and as per the *Local Government Industry Award 2020*
- Service Allowance - \$858 per annum
- Housing Allowance - \$9,152 per annum (Must reside within the Shire of Mukinbudin boundaries)
- Employer Superannuation Guarantee - 12%
- Additional Employer Superannuation - 5.5% (Voluntary, if the Employee contributes an additional 5%)
- 22 days of Annual Leave (4 weeks and 2 days) with 17.5% Leave Loading – per annum
- 10 days of Personal Leave – per annum
- Long Service Leave – As per the *Local Government Industry Award 2020*
- Other Leave entitlements – As per the *Local Government Industry Award 2020*
- Uniform allowance as per Council Policy.
- Professional development opportunities as required
- Annual Single Gym Membership
- Annual Family Aquatic Centre Pass
- Housing (If available), with the first 500KL of water usage covered by the Shire
- Voluntary Staff Social Club membership

THE ORGANISATION

The Shire of Mukinbudin has total annual revenue of approximately \$8.0 million and consists of seven Councillors, including the Shire President.



GENERAL INFORMATION

Introduction

The Shire of Mukinbudin, nestled in the Northeastern Wheatbelt, boasts a strategic location just 296 kilometers northeast of Perth and 85 kilometers north of Merredin.

3,414 square kilometers in area, the Shire's economy is based around wheat growing and with advances in farming practice and technology, the district is prospering. There has been a notable surge in tourist engagement, drawn by the abundance of captivating rock formations and stunning wildflowers.



The District

Mukinbudin shines as the sole developed Townsite within the Shire, boasting a vibrant population of 555 residents. Situated at the southern end of the Shire, it serves as a bustling service centre for a thriving farming community of 281 individuals. The extensive road network spans an impressive 930 kilometres, connecting various districts such as Bonnie Rock, Wialki, Wilgoyne, and Lake Brown.

Climate

The region enjoys a generally pleasant climate, especially during autumn, winter, and spring. Summers are characterised by high temperatures and low humidity, with evenings perfect for outdoor pursuits. The area receives an average annual rainfall of 300mm.

Administration and Services

The contemporary Shire Offices, erected in 1993, stand as a source of pride within the community. The Administrative Team comprises the Chief Executive Officer, Deputy Chief Executive Officer, Manager of Corporate Services, Finance Officer, Customer Liaison Officer and Communications & Engagement Officer.

The maintenance of the Council's extensive 930 kilometers of roads is overseen by the Works staff, under the coordination of a Works Supervisor who operates under the direction of the Chief Executive Officer.



Council

The Shire is represented by seven Councillors who advocate for the electors. Council convenes on the third Tuesday of every month, starting at 2.30pm and typically concluding by 4:30pm. The Council demonstrates strong support for its staff, fostering a culture that promotes continuous training and professional growth.

Sport & Recreation

Sports play a crucial role in the Mukinbudin Community, with outstanding facilities provided to support various activities. From football, hockey, cricket, and basketball to golf, netball, lawn bowls, swimming, tennis, pistol shooting, and a gym, there's something for everyone, especially those who are highly active. Additionally, the Council manages an Olympic-sized 50-meter pool, with an active Swimming Club and offers free seasonal pool passes to employees and their immediate family members (children aged 18 and under). Furthermore, the townsite hosts several art and craft groups along with community service organisations.





Shopping/Services

Mukinbudin proudly offers a diverse range of stores, including an IGA supermarket, butcher, clothing and giftware shops, café, newsagency, hotel, service station, Bendigo Bank branch, 24-hour fuel station, mechanic, auto-electrician, Community Resource Centre, two machinery dealerships, hardware store, tyre dealership, bookshop, hairdresser, beautician, and various local trades such as plumbers, electricians, carpenters, glaziers, and builders.

Medical

In the newly constructed \$5 million Health Centre, a dedicated Community Health Nurse offers services four days a week, complemented by weekly visits from a doctor. Despite the nearest hospital being located 45 kilometres away in Kununoppin, residents benefit from access to a range of Allied Health Services provided at the Mukinbudin Health Centre.



Education

The Shire of Mukinbudin proudly features a modern, purpose-built Early Learning Centre situated within the Department of Education grounds. In addition to the local Primary School, which includes Pre-Primary and Kindergarten classes, there is a District High School serving up to Year 10. For students in Years 11 and 12, assistance with online learning is provided through SIDE. Tertiary and Further Education, as well as Distance Education options, are also accessible within the region.



Above: Aerial photograph of the Mukinbudin District High School.

Mukinbudin thrives as an energetic, forward-thinking, and deeply proud community, brimming with a strong sense of unity. The town is experiencing growth, particularly in the southern subdivision, where numerous building projects by both the Local Government and private owners and businesses are underway. Additionally, new businesses are showing confidence in the district by investing here.



Above: The Annual Model T Fords visit to Mukinbudin, April 2024.



Above: The Annual Pre-Harvest Sundowner, October 2023.



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Above: The Annual Seniors Dinner, November 2024.



Above: Annual Gunfire Breakfast, following the traditional ANZAC commemorative Service.



Above: Centenary Celebrations – Yarns by the Campfire, September 2022.



Above: Centenary Celebrations – Long Table Breakfast, September 2022.

Known for its friendly and secure environment with minimal crime, Mukinbudin offers an informal yet vibrant lifestyle, characterised by high levels of community involvement and expectations. It's truly a wonderful place to call home and pursue career opportunities.

For more information, visit our website: www.mukinbudin.wa.gov.au or call the Chief Executive Officer to discuss on 0428 471 102.

Tanika McLennan
CHIEF EXECUTIVE OFFICER