

# CRC Customer Service Trainee



**Contact Us**  
(08) 9574 9300  
records@toodyay.wa.gov.au  
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## Application Package

- Message from our CEO*
- Our Community*
- Values and Vision*
- Advertisement*
- Position Description*
- Objectives*
- Outcomes*
- Responsibilities*
- Checklist*
- Declaration*





# A Message from Our CEO

*Welcome Applicant,*

Thank you for your interest in the CRC Customer Service Trainee role with the Shire of Toodyay. Our organisation is currently in an exciting time filled with progress.

Our small Shire is located a brief drive out of Perth. Rich in cultural and natural heritage we take pride in all that Toodyay has and will become.

This package is provided to you for assistance in the preparation of your application. The information will help you better understand our expectations and your key roles and responsibilities. You will also be advised on the format of your application.

Please read this package carefully and follow all instructions provided.

Yours faithfully,

Aaron Bowman  
**Chief Executive Officer**  
**Shire of Toodyay**

*We look forward to meeting you!*





# OUR COMMUNITY

The name Toodyay is derived from the Noongar word Dudja, meaning mist.

Our beautiful misty mornings can be observed during the season of *Makuru* (June to July).



**The Town of Toodyay was founded in 1839 and boasts magnificent examples of Western Australia's natural and cultural heritage.**

Just 45 minutes west of Midland, this idyllic location is a charismatic alternative for those wanting to get away from the daily hustle and bustle of everyday city life.

Our community is well known for its well-preserved history. Sites such the Newcastle Goal Museum and Connor's Mill offer brilliant examples of artifacts and texts preserved by dedicated volunteers of the Toodyay Historical Society. **Moondyne Joe** and **Rica Erickson** are just a few of the prominent Toodyay figures you can learn about.

Housing many endemic species, many of the plant and animal life found in Toodyay and surrounding regions are found nowhere else in Australia or the world. En route to the Shire is the Avon Valley National Park including its gorgeous trails within the hills encompassing the region. More of our natural attraction include the flowing Avon River, Duidgee Park and the scenic Pelham Reserve.

Residents and visitors alike are also spoiled with a variety of local businesses offering exceptional services. Come take a visit to the eateries for delicious handmade goods or take a stroll through our town center to discover artisanal products created by our very own.



Our Population

**4,601**

**173**



Heritage Sites



Total Area

**1,694km<sup>2</sup>**

*The Shire of Toodyay is the perfect place for those looking to make positive changes to a community on a wider scale*

# VALUES AND VISION



*The Shire of Toodyay exists to meet the needs of current and future generations through integration of environmental protection, social advancement and economic prosperity*

01

## INTEGRITY

We behave honestly and to the highest ethical standard

03

## INCLUSIVENESS

We are responsive to the community, and we encourage involvement by all people

02

## ACCOUNTABILITY

We are transparent in our actions and accountable to the community

04

## COMMITMENT

We translate our plans into action and demonstrate the persistence that produces results

OUR VALUES

## OUR VISION

The Shire's vision encompasses five key priorities



**PEOPLE** Toodyay has a safe and cohesive environment

Our natural assets and ecosystems are being maintained and protected for the enjoyment of current and future generations

**PLANET**



**PLACE**

Our rural lifestyle is valued and is being enhanced with thoughtful planning and development

Together we are building a vibrant, diverse and sustainable economy

**PROSPERITY**



**PERFORMANCE**

Through best practice leadership and governance, we are achieving the best possible social economic and environmental outcomes for Toodyay



# JOIN OUR TEAM

The Shire is seeking a Customer Service Officer to join our Community Resource Centre and complete a 12-month traineeship. This full-time position will provide opportunities to develop your customer and community service skills and increase your involvement in the local community. The Toodyay CRC provides comprehensive on-the-job training and support throughout your traineeship.

Our vision; to create a workplace where our culture is positive, our people are inspired, and our teams perform at their best. We are committed to supporting our staff to grow, learn, and develop, ensuring that everyone can achieve their full potential.

*The Shire of Toodyay acknowledges this position is made possible through funding from the Department of Primary Industries and Regional Development Regional Traineeship Program.*

## WHY YOU'LL LOVE IT:

- Gain a nationally recognised qualification.
- Great career opportunities upon completion.
- All training provided.
- No study debt.

## WHAT YOU'LL BRING:

- A strong desire to contribute to the Toodyay community.
- Willingness to learn and apply new skills acquired through the traineeship.
- Fresh ideas and a positive attitude, contributing to a welcoming environment for our community.

## SELECTION CRITERIA

### Essential

- Willingness to undertake studies whilst working.
- Computer skills with basic proficiency in Microsoft Office applications.
- Understanding of good customer service.
- Hold a current or have the ability to gain a Working with Children Check.
- Hold a current or have the ability to gain a Police Clearance.
- Pre-employment medical at the Shire's cost.

### Desirable

- Developed communication skills.
- Excellent customer service skills.
- Competent technology skills across all mediums.
- Ability to use initiative and work in a team environment.
- Effective time management and organisational skills.
- Ability to work out of normal hours if required.



# POSITION DESCRIPTION

## CRC Customer Service Officer - Trainee

<b>DEPARTMENT</b>	Community Resource Centre
<b>LOCATION</b>	Toodyay Community Centre
<b>TENURE</b>	12 months, 76 hours per fortnight
<b>REPORTS TO</b>	CRC Coordinator

## PRIMARY OBJECTIVES

### Customer Service:

- Attend to front counter and phone enquiries and act as a first point of contact for customers.
- Deliver positive and professional customer service, via telephone, counter and email.
- Process point of sale transactions including cash and EFTPOS.
- Complete as required desktop publishing, administrative tasks, photocopying and printing for customers.
- Assist customers with basic technology and computer issues.

### Administration:

- Assist with day-to-day operations of the Centre.
- Perform opening and end-of-day duties, including daily balancing and banking procedures.
- Assist with content creation and the promotion of TCRC services through social media, printed media and other mediums.
- Assist with the upkeep of equipment and public workspaces.
- Update notice boards and displayed information as and when required.
- Work with the CRC Coordinator to plan and deliver events and training workshops for the community.
- Undertake a variety of general administrative tasks across Shire's other departments, contributing to different teams and learning new skills as needed, along with any other reasonable duties requested.

### Records Management:

- Maintain membership records.
- Manage bookings, schedules, and rosters for TCRC activities, events and venue hire.
- Accurately record TCRC statistical information to ensure accurate reporting to DPIRD.
- Ensure Shire requirements and processes for records management are adhered to.

# CHECKLIST



*These notes are provided to assist you in the preparation of your application and to help the selection panel evaluate your application.*

## APPLICATION

Your application should include:

- A comprehensive resume no more than **two pages**; and
- A cover letter no more than **three pages** outlining your interest in the position and addressing your suitability for the role

By submitting your application, you agree to provide true and accurate information on your career history and qualifications.

It is essential that the information you provide is clear, concise and relevant so the selection panel can readily assess your claim for the position.

## LODGEMENT OF APPLICATION

Applications should be marked “CONFIDENTIAL – “CRC Customer Service Trainee” and forwarded to the Chief Executive Officer at the Shire of Toodyay by mail, in person, via Seek, or via email to **records@toodyay.wa.gov.au**.

Written applications should be addressed to the CEO at the Shire of Toodyay as follows:

Chief Executive Officer  
Shire of Toodyay  
15 Fiennes Street (PO Box 96)  
TOODYAY WA 6566

Complete the Applicant Declaration contained in this package and ensure it accompanies the above with your application.

**Applications close at 4.00pm on Thursday 2 April 2026**

Thank you for your interest in the position of CRC Customer Service Trainee with the Shire of Toodyay.



## EQUAL OPPORTUNITY

The Shire of Toodyay maintains an equal opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.

## WEBSITE

The Shire of Toodyay maintains a website [www.toodyay.wa.gov.au](http://www.toodyay.wa.gov.au) which contains substantial information.

## FURTHER ENQUIRES

For further information, please contact the Shire via email at [records@toodyay.wa.gov.au](mailto:records@toodyay.wa.gov.au) or Kyla Browne on (08) 9574 9398.





# APPLICANT DECLARATION

I, the applicant of this position, confirm that I have read and understand the Position Description and the information I have provided is accurate and relevant to this role.

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*Applicant  
Name*

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*Date*

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*Applicant Signature*

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*Supervisor Name*

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*Date*

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*Supervisor Signature*