



RECRUITMENT INFORMATION PACKAGE

Customer Service Team Leader

For further information contact:

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Applications Must Be Received by:

Thursday 16 June COB

The Town of East Fremantle

OUR VISION – “Inclusive community, balancing growth and lifestyle”

OUR VALUES – “Respect, Integrity, Teamwork, Empathy – RITE”

The Town of East Fremantle was created in 1897, when it separated from the Fremantle Municipal Council. Bordering the Swan River, our Town has a strong cultural heritage and supports a large range of sporting clubs and community organisations.

The Council comprises the Mayor and eight (8) Councillors, providing representation for a resident population of approximately 7,860 and covering 3.2sq kilometres.

The Town’s administration centre is located at 135 Canning Highway East Fremantle and accommodates Finance and Administration, Town Planning and Building, Environmental Health and Community Services.

The Town’s Works and Services section is located at the depot in Allen Street which provides the services for street verges, parks, playing fields, roads and recreational reserves.

The Town has approximately 47 FTE’s and with a total operating revenue of approximately \$11 million.

Strategic Community Plan 2020 - 2030

The Strategic Community Plan is a long-term planning document that sets out the community’s vision, aspirations for the future, and the key strategies we will need to focus on to achieve our aspirations.

It is part of our fulfilment of the Integrated Planning and Reporting (IPR) Framework. All local governments in Western Australia are required to implement IPR which enables robust decision-making.

A copy of the Plan can be found on our website <http://www.eastfremantle.wa.gov.au>



Benefits of working at Town of East Fremantle

Employee Benefits: In addition to the salary range indicated above, the Authority offers an extensive range of benefits which includes:

- 1 RDO per month;
- Parental Leave as per the National Employment Standards;
- 13 weeks paid long service leave after 10 years continuous service;
- 10% employer contributed superannuation into a fund of your choice, and up to 4.5% as per our co-contribution policy;
- 17.5% annual leave loading.

Application Process

Selections will be based on which applicant demonstrates the highest merit for the position and on their past experience that demonstrates that they can perform the duties in the advertised position.

Required Documents

Please provide the following documentation:

- **Covering Letter**

Please provide a covering letter with your application.

- **Curriculum Vitae/Resume**

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

Please note – proforma and late applications cannot be accepted.



Referees

You should include in your Resume the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your Resume. We prefer that your referees should be a current manager/supervisor, however a manager/supervisor from a previous position may be used.

Formal Qualifications

The position description addresses whether formal qualifications are a requirement. If required, photocopies of your qualification(s) or academic records of current studies should be attached to your application. Please do not submit originals.

Closing Date

The closing date for an application is displayed in the advertisement. Applications received after the closing date will not be considered.

Selection for Interview

A shortlist of applicants for interview will be chosen by a selection panel. These applicants will have successfully demonstrated that they meet the requirements for the position. Shortlisting may take up to two weeks after the closing date.

If your application is shortlisted, you will be invited for an interview.

Unsuccessful applicants at this stage will be notified in writing. If you do not receive any correspondence from the Town of East Fremantle within three weeks of the closing date, please assume that your application was unsuccessful in this instance.

During the Interview

Applicants with special requirements, such as wheelchair access, are requested to inform the officer when asked to attend for an interview.

Each interview will be conducted by an interview panel and each applicant will be assessed in the same manner. The aim is to obtain examples of past situations that actually occurred, how the situation was handled and the outcome of the action taken. During the interview, panel members will take notes and assess your answers to questions.



Do not assume that each panel member knows your suitability for the role, even though you may have worked with them, or have previous experience in the position you have applied for.

Should you not understand a question asked during the interview please seek clarification prior to providing a reply. Feel free to ask questions of the panel relevant to the position and the Association, as the interview is a two-way communication process.

Additional Assessments

Preferred applicants will be required to undertake a pre-employment medical to determine the applicant's suitability to carry out the inherent requirements of the position description. Preferred applicants will also be required to provide a current Police clearance.

In some instances, a second informal interview may be required.

Interview Outcomes

All shortlisted candidates will be contacted within 7 working days of the interview.

The successful candidate will be offered the position verbally from the panel Chairperson while unsuccessful candidates will be notified in writing.

If requested, the panel Chairperson will provide feedback to unsuccessful applicants who received an interview, indicating the reasons why their application was not successful.

Please submit your application to: recruitment@eastfremantle.wa.gov.au

