

Employment Information Package

Finance and Customer Service Officer

Western Metropolitan Regional Council
2/317 Churchill Ave, Subiaco, WA 6008

Closing date: 5:00 PM, Monday, 6th October 2025

This employment package has been designed to assist you with your application, particularly in relation to the information you need to include. Please take the time to read the information carefully before completing your application.

CONTENTS

| | |
|---|---|
| 1. Advertisement | 2 |
| 2. About Us | 3 |
| 2.1 WMRC | 3 |
| 2.2 Key Strategies | 3 |
| 2.3 Benefits of Working at the WMRC | 4 |
| 2.4 WMRC Activities | 4 |
| 3. Remuneration Package | 5 |
| 4. Lodging Your Application | 5 |
| 5. The Selection Process | 6 |
| 6. Position Description | 7 |

1. ADVERTISEMENT

The WMRC is seeking a suitably experienced, customer service orientated professional to support its financial processes and assist with the general running of the administration office.

To be successful you will need to demonstrate the following:

- Experience in preparing and processing accounts (payables and receivables) and payroll.
- Experience using the Xero accounting system and Microsoft Office, particularly Excel.
- Willingness to learn and flexibility.
- Strong customer service and problem-solving skills.
- Ability to use initiative, prioritise tasks, work autonomously and organise to meet deadlines.
- Ability to attend Council meetings after hours (around six per year).

The complete list of essential and desirable selection criteria is in the Position Description included with this application package.

The WMRC is a small but influential Regional Council with five Member Councils (City of Subiaco, Towns of Claremont, Cottesloe and Mosman Park and Shire of Peppermint Grove) and two Participating Councils – Town of Cambridge and City of Nedlands. We provide waste management services for our Member Councils and our West Central Metropolitan catchment area through the West Metro Recycling Centre in Shenton Park.

As Finance and Customer Service Officer you will be an important part of a small team. You will help ensure our financial affairs are well administered.

Your applications should include the following:

- **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.
- **Covering Letter:** This should succinctly address each of the essential and desirable selection criteria in the position description included in this Application Package.

A remuneration package is offered as follows:

- This is a full-time role.
- cash salary \$79,672.32.
- employer contributed superannuation 12%.
- additional 5% employer contribution which is dependent on a 5% employee contribution.
- 22 days annual leave (leave loading 17.5% applies).

Applications close: 5:00 PM, Monday 6th Oct 2025

Contact: Yan Wang, Manager Corporate Services

admin@wmrc.wa.gov.au

Application pack available at: www.wmrc.wa.gov.au



Stuart Devenish

Chief Executive Officer

2. ABOUT US

2.1 WMRC

The Western Metropolitan Regional Council (WMRC) is a local government organisation with five Member Councils and one Participating Council. The WMRC was established in 1992 to provide waste recycling, transfer, haulage, community and education services. The Member Councils are:

- City of Subiaco,
- Towns of Claremont, Cottesloe and Mosman Park,
- Shire of Peppermint Grove.

The Town of Cambridge and City of Nedlands are Participating Councils. Services are provided to a further 5 local governments in addition to commercial and other customers.

The WMRC's mission is to *minimise and efficiently manage waste for Perth's central western communities and organisations*. The WMRC operates the West Metro Recycling Centre in Shenton Park which provides waste transfer services as well as a range of community recycling services. The WMRC also provides the Verge Valet™ pre-booked vergeside bulk waste collection service for councils which opt-in. In addition, the WMRC works closely with Member Council officers across waste, communications, community development and events.

The WMRC's principal functions are:

- Operation of the West Metro Recycling Centre, including waste transfer, waste treatment and recycling services.
- Communication and education services directed at improving waste practices.
- Policy, planning and projects directed at minimising the impact of waste on the environment.

2.2 KEY STRATEGIES

Six key strategies guide our activities:

1. Achieving a comprehensive, cost-effective waste management service across the region.
2. Increasing the number of Councils, businesses and people using our services.
3. Divert waste from landfill by making materials and energy recovery available.
4. Promote and facilitate waste avoidance and responsible waste management in the community.
5. Develop a strong and capable organisation.
6. Contribute to the development of effective policy and advocate on our Member Councils' behalf.

Our Strategic Community Plan is available [here](#).

Our Customer Service Charter is available [here](#)

2.3 BENEFITS OF WORKING AT THE WMRC

Office-based employees work in a newly renovated open-plan office in central Subiaco. Other benefits include:

Flexible work schedules: we are open to discussing and reviewing work schedules to support your needs while continuing to meet business needs.

Working from home setup: We operate in a Microsoft Office 365 ecosystem which allows seamless working from home. We provide hardware to facilitate working from home for all office staff.

Employee wellbeing: we provide a range of employee benefits including weekly office fruit supplies, audio screening, skin cancer screening etc. We also have free support through an Employee Assistance Program (EAP) which is a confidential, independent counselling service.

Superannuation contributions: in addition to the legislated superannuation contribution, the WMRC will match your own contribution to a maximum of 5% for a 5% extra contribution which is salary packaged.

Uniform: we provide items of uniform for use by employees.

2.4 WMRC ACTIVITIES

Communications and Education Program

The communications and education team promote the role of the WMRC and enable the community to minimise and manage waste. The WMRC communication and education programs run in collaboration with Member Council staff, schools, community groups, volunteers and others and include:

- Facility tours, workshops, information sessions, and events.
- Print, online and social media and promotional material.
- A schools program.
- A volunteer program.
- Promotion of and equipment provision for low waste events.
- Provision of community recycling services.
- A recycling hotline.

West Metro Recycling Centre

WMRC operates the West Metro Recycling Centre located at Brockway Rd, Shenton Park, which accepts waste from Councils, commercial customers, and residents. The facility provides the following services:

- Waste Transfer Station – general municipal waste and food and garden organics (FOGO) waste.
- Bulk Waste – is accepted from Councils, commercial customers and residents.
- Greenwaste – is accepted from Councils, commercial customers and residents.
- Community recycling/reuse services – cardboard, metals, polystyrene, mattresses, bicycles and more.
- Problematic waste – household hazardous waste, e-waste, batteries, tyres and asbestos.

Verge Valet™ Service

The Verge Valet™ Service is provided to councils which opt in on behalf of their residents. Verge Valet™ is a pre-booked bulk waste collection service operated in place of the traditional scheduled vergeside collection service. The WMRC's role is to coordinate the resident communications, online and in print, train the host council staff, and manage the contracts with the collection and processing contractors.

3. REMUNERATION PACKAGE

A remuneration package is offered as follows:

- cash salary \$79,672.32
- employer contributed 12% superannuation.
- additional 5% employer contribution which is dependent on a 5% employee contribution.

4. LODGING YOUR APPLICATION

Applications should include the following:

- **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.
- **Covering Letter:** This should succinctly address each of the essential and desirable selection criteria in the position description.

Referees

You should include the names and contact numbers of at least two (2) referees. These referees may be contacted about matters relevant to the selection criteria. We prefer that your referees should include 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.

Completed applications should be forwarded to:

Electronically (preferred)

accounts@wmrc.wa.gov.au

By Post or Hand

Yan Wang
Western Metropolitan Regional Council
2/317 Churchill Ave
SUBIACO 6008

Closing Date

Vacancies are advertised for a specific period and close on the closing date and time indicated in the advertisement. Late applications will not be accepted.

5. THE SELECTION PROCESS

Selection for Interview 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.

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.

Interview Process

If you are selected for an interview, an officer from the WMRC will contact you to organise a time for interview. The interview is an important part of the selection process; and all interview questions will be based on the advertised selection criteria for the position.

The Selection Panel will generally consist of two to three members.

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.

After the Interview

The WMRC may contact your nominated referees and/or previous employers.

Prior to any offer of employment being finalised, the recommended applicant may be required to produce original or certified copies of all relevant qualifications and licenses.

6. POSITION DESCRIPTION

A position description, including the Selection Criteria to be addressed by applicants, is attached.

FINANCE AND CUSTOMER SERVICE OFFICER

POSITION DETAILS

| | |
|------------------------------|--|
| Classification Level: | Level 6.1 |
| Team: | Finance & Governance |
| Report to: | Finance and Governance Manager |
| Location: | WMRC Administration Offices (Subiaco) |
| Award/agreement: | Local Government Industry Award – MA000112 |

About the Western Metropolitan Regional Council

The Western Metropolitan Regional Council (WMRC) is a local government organisation with five Member Councils. It was established in 1998 to provide waste recycling, transfer and haulage services. The WMRC's mission is to *minimise and efficiently manage waste for Perth's central western communities and organisations*. To do so, it provides waste facilities at the West Metro Recycling Centre in Shenton Park and a range of services.

Key Work Statement

Contribute to delivering accurate and timely financial records along with good governance processes and controls. This role also provides customer (internal and external) services.

Extent of Authority

This position operates under the direction of the Finance & Governance Manager with the authority to act within established guidelines, procedures, and policies of the WMRC.

Responsibilities and Accountabilities

Payroll:

- Process fortnightly payroll (approx. 25 pax) while ensuring consistent application of the [Local Government Industry Award 2020 \(MA000112\)](#).
- Perform payroll reconciliations to ensure true and fair records are maintained.
- Ensure allowances, overtime and penalty rates are calculated correctly.
- Process superannuation fortnightly.
- Upload payment files to the bank.

Payables:

- Follow up due orders and invoice copies with suppliers weekly.
- Enter vendor bills in Xero and submit for managers' approval (subject to authority level) daily.
- Batch payments in Xero and bank twice per week
- Reconcile payments (cash out) and attach approved authorisation form in Xero daily.
- Maintain suppliers contact register accurately and consistently.
- Reconcile Accounts Payable each month end.

Procurement

- Raise and submit purchase orders with quotations for managers' approval (subject to delegation authority level).

- Review and update open purchase orders regularly.
- Assist in maintaining procurement contracts and register.
- Assist in maintaining procurement tender register.

Bank Reconciliation:

- Reconcile municipal fund bank account daily.
- Attach payment authorisation and remittances to each bank reconciliation entry where applicable.
- Download and file complete bank reconciliation reports and bank statements at month end.

Credit Cards:

- Enter credit card bills and submit for relevant manager's approval.
- Reconcile credit cards daily.
- Follow up with credit card holders to ensure receipts are received.
- Reconcile credit cards at the end of each month.

Receivables:

- Raise customer invoices twice monthly while ensuring correct revenue account is used and submit for Manager Corporate Services approval.
- Follow up any overdue debts weekly.
- Reconcile receipts daily (cash in) and attach remittances in Xero.
- Reconcile Eftpos revenue daily.
- Reconcile revenue each month end.
- Send customer invoices with customised reports as required.
- Maintain debtors contact register accurately and consistently.
- Maintain debtor rate card and communicate to relevant stakeholders.

Policies and Procedure controls:

- Maintain effective procedures and controls relevant to the role and update regularly.
- Communicate and update procedures and controls to relevant staff.
- Organise primary and annual returns.
- Manage the disclosures register, related party disclosures and Freedom of Information requests.

Council Meeting Arrangements

- Prepare financial item (payments summary of AP/AR) for Council agenda meetings.
- Collate and distribute Council agendas and minutes to all parties.
- Take minutes at Council meetings and prepare minutes for review.
- OCM record keeping, including Audio recording
- Organise Special Council Meetings as required.
- Co-ordinate catering requirements with host Councils or in-house as needed.

Record keeping:

- Maintain and file relevant financial records. Advertise meetings, fees and charges and other matters as directed.
- Enter meeting dates into Councillors', CEO and Manager diaries.
- Maintain secure WMRC files and HR paper and electronic records.

Office Management:

- Assist with the general running of the administrative office.
- Welcome visitors to the office and provide hospitality when required.

Assist in:

- Assist internal and external auditing as directed.
- Assist Manager Corporate Services as required.
- Undertake other duties relevant to the position as directed within the classification level and skill base.

Selection Criteria**Essential**

1. Demonstrated experience in preparing and processing accounts (payables and receivables) and payroll.
2. Experience using the Xero accounting system and Microsoft Office, particularly Excel.
3. Strong customer service and problem-solving skills.
4. Ability to use initiative, prioritise tasks, work autonomously and organise to meet deadlines.
5. Excellent interpersonal and communication skills.
6. Demonstrated ability to manage day-to-day operational needs of the administration office.
7. Ability to attend Council meetings once every two months after hours.

Desirable

8. Interest in waste management and waste minimisation.
9. Ability to learn new systems, procedures and processes rapidly
10. Experience working in in State or Local Government

Date Authorised: 22 September 2025



Stuart Devenish
Chief Executive Officer