

Centre Services officer

Job No:	1450
Location:	Dalby
Level:	WDRC Non-Operational Staff Certified Agreement Grade 2
Status:	Casual

Western Downs Regional Council has been awarded the Large Employer of the Year award at the Darling Downs South West Region Queensland Training Awards for 2019, 2021, 2022, 2023 and 2024.

Be part of a team that make a real difference within the communities we serve. Our mission drives us, and we want you to be part of the journey.

Experience Western Downs It's the people that make it

The Opportunity

Are you passionate about delivering exceptional customer service and creating positive experiences for your community? As a Centre Services Officer, you will play a key role in providing Library and Centre Services, primarily based at the Dalby Library.

In this diverse and rewarding role, you will assist customers with library and council services, support the delivery of community programs and cultural initiatives, and help create a welcoming and inclusive environment for visitors of all ages. You will engage with community groups, support regional projects

and events, maintain accurate records and administrative processes, and contribute to the delivery of high-quality library services.

We are looking for a confident and adaptable team member who can work independently in a single-staff environment as well as collaboratively within a larger team. Strong communication, customer service, organisational skills, and a genuine passion for community engagement will be key to your success.

About Yourself

To be successful in this role, you will have demonstrated experience delivering excellent customer service, handling cash and financial transactions accurately, and communicating effectively with a diverse range of people. You will be confident using technology and business systems, adaptable to learning new tools, and able to manage competing priorities while meeting deadlines. A collaborative approach, strong organisational skills, and a commitment to fostering an inclusive and respectful environment will be key to your success.

The Benefits of Working for WDRC:

Work / life balance

We understand the importance of balance. Enjoy flexible work arrangements and wellness programs designed to keep you at your best.

Superannuation

In addition to your annual salary, Council will contribute twelve (12) per cent, including the superannuation guarantee contribution.

Growth Opportunities

We invest in your growth. Whether it’s skill development, mentorship, or career advancement, we’ve got you covered.

Access to Corporate Health Plan

Take care of yourself and join one of our Corporate Health Plans to improve life.

Health & Wellbeing program and Mental Health Support

Change your lifestyle and live better with healthy ideas. Be your best possible self with provided support and information.

Access to free Employee Assistance Program & confidential counselling
Reach out to someone confidentially if you are experiencing any concerns or problems.

Salary Packaging Available
Restructure your salary to work for you to pay for everyday living expenses such as Motor Vehicles, Superannuation, Remote Area Housing (Rent), Fuel, Gas and Electricity.

Allowances Available (if applicable)
Allowances such as Locality Allowance may be applicable to your position.

Leave Loading
You will receive 17.5% leave loading on top of your base rate of pay, while you are on Annual Leave.

Uniforms and PPE
Uniforms and Personal Protective Equipment (PPE) provided.

Job security in a local government position
Feel secure working for an organisation who believes in strong foundations of respect, balance, communication, teamwork, accountability and leadership.

Living & Working in the Western Downs:
Experience Western Downs

If you are looking to join an innovative and dynamic company, that provides staff with a work life balance and opportunities for growth with state of the art mentoring from professionals within its team, this may be the role for you. Be part of the community you serve. **TOGETHER WE MAKE A REAL DIFFERENCE.**

Applications close at Midnight AEST on Tuesday 24 November 2026

Additional Information

The recruitment process may include candidates undergoing a pre-employment medical including drug and alcohol testing.
WDRC reserves the right to close or withdraw vacancies before the advertised closing date, or extend the closing date, without prior notice.

Applicants must have the legal right to work in Australia. Applicants who hold a valid Australian work visa are encouraged to apply.

How To Apply

To view the position description please click the Job Attachments tab, located next to the Advertisement tab at the bottom of the page. If you wish to be considered for the position, click the Apply button and complete your application as required.