



Advice for Prospective Applicants

Thank you for your interest in this vacancy. Please take the time to read the attached information. If you wish to proceed, the following helpful hints are provided to assist you with your application.

MAKING ENQUIRIES:

- For general enquiries regarding the application process please contact the People and Culture Team on 08 6820 3110
- For specific enquiries regarding the position please contact the **Customer Service Officer – AVC (Kirstie Cooper or Josephine Jansen) on 08 6820 3700.**

COMPLETING YOUR APPLICATION:

When preparing your application include the following:

1. **No “key selection criteria” are required for this position.** Please submit a covering letter of no more than two pages demonstrating your suitability for the role as outlined on the Conditions and How to Apply document.
2. A resume (or curriculum vitae), which provides your current contact details, relevant personal details, qualifications, work history and the details of two recent work referees.

LODGING YOUR APPLICATION ONLINE:

1. Go to our website at www.albany.wa.gov.au
2. Click on ‘Apply’ and complete all mandatory fields, you will be required to attach your completed cover letter and resume to the application (as two separate electronic documents).

LODGING YOUR APPLICATION VIA MAIL / IN PERSON:

1. Your application must be marked “**Confidential – Position AV67/24 – Customer Service Officer - AVC**” on the envelope, and addressed to: People and Culture, City of Albany, PO Box 484, ALBANY WA 6331
2. Include a covering letter demonstrating your suitability for the role as outlined on the Conditions and How to Apply document and detailed resume.
3. Applications must reach our offices no later than the specified closing date (**5.00pm on Wednesday 24 July 2024**). Applications may be accepted by mail or delivered to the front counter of the City of Albany office at 102 North Road Yakamia.
4. All applications received will become the property of the City of Albany and cannot be returned to unsuccessful applicants. Please do not submit applications in plastic folders or include original documents.

For reasons of equity, **LATE APPLICATIONS CANNOT BE ACCEPTED.** If you are forwarding your applications through Australia Post, please ensure that you allow enough time for it to reach us before the closing time.

In the instance of a limited number of applications, the City reserves the right to extend the recruitment advertisement dates.

Thank you for your interest in working for the City of Albany