



**CITY OF ALBANY
POSITION INFORMATION
CUSTOMER SERVICE OFFICER - ALAC**

POSITION: Customer Service Officer - ALAC
LOCATION: Albany Leisure and Aquatics Centre
Barker Road, Albany WA
DATE: January 2025

Should the City receive a number of suitable applicants for this role a talent pool may be created for use for future ongoing and temporary roles. This pool is valid for a period of up to 12 months.

CONDITIONS OF EMPLOYMENT:

Agreement: City of Albany Above Award Policy – Local Government Officers and Local Government Officers' (Western Australia) Award 2021

Status: Permanent, Part-time Employment

Salary: Level 3.1 to 3.4 (\$61,633.00 to \$65,473.20 per annum, pro rata) dependent on skills, knowledge and experience

Facility Hours: 80 hours per 4 weekly cycle to be worked Monday to Sunday between the hours of 5.30am and 8.00pm.

Annual Leave: 4 weeks paid annual leave each year (pro rata)
17.5% leave loading

Long Service Leave: Available after 7 years of service in accordance with the Regulations.

Other Leave: The Officer is entitled to:
a) Personal leave;
b) Compassionate leave; and
c) Parental leave

Superannuation: The City will contribute superannuation payments to a fund/s meeting an amount equal to the Superannuation Guarantee as per the Superannuation Guarantee (Administration) Act 1992 and the Superannuation Guarantee Charge Act 1992.

Probationary Period: 3 months

Medical: Appointment is subject to a pre-employment medical declaration.

Federal Police Clearance: Appointment is subject to a satisfactory federal police clearance

For further enquiries, please contact Tiffany Dew, Customer Service Supervisor on (08) 6820 3456.



**CITY OF ALBANY
HOW TO APPLY
CUSTOMER SERVICE OFFICER - ALAC**

APPLY ON LINE FOR THIS VACANCY AT www.albany.wa.gov.au

Within your application, please provide a **covering letter** of no more than two pages and an up-to-date **resume** telling us about your previous experience in similar roles.

To be considered for interview - your cover letter must clearly address how you meet the key points outlined below.

Your cover letter must also cover the following information:

- Experience in a customer service environment with high exposure to the general public.
- Excellent communication skills.
- Well-developed computing skills.
- Knowledge of the sport and recreation services industry.