



**CITY OF ALBANY
POSITION INFORMATION
CUSTOMER SERVICE OFFICER –
ALBANY VISITOR CENTRE**

POSITION: Customer Service Officer – Albany Visitor Centre

LOCATION: Corporate and Commercial Services
Albany Visitor Centre, York Street, Albany WA

DATE: July 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 Industrial Agreement 2023
Status:	Casual Employment
Salary:	Level 3.1 (\$44.0676 hour inclusive of 25% casual loading).
Ordinary Hours:	Varies depending on requirements of organisation. Hours are to be worked Monday to Sunday between the hours of 7.00am and 6.00pm.
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.
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 Carmen Fasolo, Albany Visitor Centre Coordinator on (08) 6820 3726 or carmen.fasolo@amazingalbany.com.au .



**CITY OF ALBANY
HOW TO APPLY
CUSTOMER SERVICE OFFICER – ALBANY
VISITOR CENTRE**

APPLY ONLINE 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:

- Proven customer service and communication skills, with experience engaging diverse members of the public in a professional setting.
- Good knowledge of Albany and its attractions, or a demonstrated ability to quickly acquire and apply local tourism knowledge.
- Strong administrative and computer skills, including use of Microsoft Office and booking systems to manage information and reservations.
- Ability to work independently and as part of a team, with flexibility for weekend work and a commitment to safety and compliance with workplace procedures.