



**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: November 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: Permanent, Part-time Employment

Salary: Level 3.1 to 3.4 (\$69,662.07 to \$74,002.53 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 or Simon Barras, Recreation Services Business Coordinator on (08) 6820 3442.



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

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:

- Experience working in customer service and dealing with the general public in a friendly and professional way.
- Good communication and people skills, with the ability to work well with a wide range of customers.
- Confident using computers and a variety of software or booking systems.
- Able to work well as part of a team and also complete tasks independently.
- Understanding or interest in the sport and recreation industry.
- Good problem-solving skills and the ability to stay calm and helpful in busy or challenging situations.