



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

POSITION: Customer Service Officer
LOCATION: Corporate and Commercial Services / Customer Service Team
102 North Road, Albany
DATE: March 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, Full Time.
Salary: Level 3.1 to 4.4 (\$66,982.74 to \$ 77,202.66 per annum, pro rata) dependent on experience.
Ordinary Hours: 152 hours per 4 weekly cycle, to be worked Monday to Friday between the hours of 6.00am and 6.00pm
Variable work arrangements: Variable work arrangements are available in negotiation with team supervisors/managers and in accordance with the organisation's customer service requirements.
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, on a monthly basis, 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 as per City of Albany Industrial Agreement 2023.
Medical: Appointment is subject to a pre-employment medical declaration form.
Federal Police Clearance: Appointment is subject to a satisfactory federal police clearance.

For further enquiries, please contact Tanya Gatherall, Team Leader Property, Leasing and Customer Service on 6820 3074



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

APPLY ONLINE FOR THIS VACANCY AT www.albany.wa.gov.au

NO SEPARATE SELECTION CRITERIA ARE REQUIRED FOR THIS POSITION

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 and demonstrating your suitability for the role based on the following key points.

Your cover letter must cover the following:

- Excellent communication, interpersonal and customer service skills.
- High level office administration, computer and numeracy skills including ability to handle cash, perform daily banking reconciliation, process payments and input and manage customer information.
- Demonstrated ability to exercise initiative, judgement, discretion and ability to work collaboratively in a team environment that requires confidentiality.
- Proven experience in a similar position involving a high level of exposure to the general public.