

Accountability, Leadership, Unity, Trust, Pride & Safety

Casual Customer Service Officer x 2

Location – Proserpine Administration Building
From $40.97 per hour + Casual Loading + Superannuation

The Whitsunday Regional Council is situated at the heart of the Great Barrier Reef. The region encompasses the 74 tropical Whitsunday Islands, the coastal towns of Cannonvale, Airlie Beach, Jubilee Pocket, Shute Harbour and Bowen along with the rural towns of Proserpine and Collinsville. The Whitsunday region offers a dynamic environment and is perfectly placed to live, work, play and invest.

JOIN OUR CUSTOMER EXPERIENCE TEAM

Are you a people-focused individual who enjoys variety, working in a busy environment and helping others?

Whitsunday Regional Council is seeking **2 x Casual Customer Service Officers** to join our Customer Experience team based at our Proserpine Administration Building. These roles provide a great opportunity to use your customer service and administration skills while gaining valuable experience across a broad range of Council services.

ABOUT THE ROLE

As a Customer Service Officer, you'll be one of the first points of contact for our community, assisting customers with enquiries, requests, payments and Council services.

Working across a variety of customer service and administrative functions, you'll need to be adaptable, organised and comfortable managing competing priorities in a busy environment. The role involves responding to customer enquiries, maintaining Council information and databases, processing transactions and working collaboratively across Council departments.

WHAT YOU'LL BRING

We're looking for people who are:

- Friendly, professional and customer focused
- Confident communicators with good interpersonal skills
- Organised and able to manage competing priorities
- Comfortable learning new systems and processes
- Adaptable and willing to assist across a range of tasks
- Positive team contributors who enjoy working with people

Previous Local Government experience is not the focus. Strong transferable customer service and administration skills, together with a willingness to learn, will be highly valued.

WHY JOIN US?

This is a great opportunity to:

- Gain practical experience within Local Government
- Build your customer service and administration skills
- Work across a diverse range of Council services
- Join a supportive and collaborative team
- Enjoy the flexibility of casual employment

If you enjoy helping people, thrive on variety and are looking for an opportunity to broaden your experience, we'd love to hear from you.

HOW TO APPLY

To view the position description please click on the job attachments tab above. To apply, click the 'Apply' button above. For any further information regarding this role, please contact a member of our Human Resources Operations team on (07) 4761 3613.

Council is committed to providing a healthy work environment for individuals working, visiting or conducting business at Council workplaces and is transitioning to a Smoke Free Workplace.

Council practices Equal Employment Opportunities and Workplace Health and Safety Principles.