



## Casual Administration and Customer Service Officers

Work with our Community Facilities and Tourist Parks teams to create welcoming, positive experiences for our community and visitors. We're looking to top up our casual pool with enthusiastic, proactive people who bring great customer service skills, strong verbal and written communication, confidence using technology, a collaborative approach to teamwork and a commitment to our organisational values.

### Community Facilities Officer

Supporting Community Facilities across Dapto, Corrimal and Thirroul. This role requires availability to work the hours of 9:00am to 5:00pm Monday to Friday, you'll join a collaborative team dedicated to delivering excellent customer service, managing bookings and administration, supporting community groups, and support facility maintenance and improvement projects.

This role suits someone who thrives in a fast-paced environment and has strong communication skills, a friendly attitude and a commitment to excellent service. Experience in facility management environment would be beneficial.

From connecting with customers to keeping operations running smoothly, you'll make a real impact every day. Find out more about what we do here: [Community Centres and Halls](#)

This is a casual position. Salary from \$46.90 per hour plus 25 % casual loading and superannuation. (Salary will be assessed based on skills, experience)

### Customer Service Assistants- Tourist Parks

Supporting our tourist parks at Bulli, Corrimal and Windang, you'll be part of a small, supportive team that helps keep operations running smoothly while delivering great experiences for our guests. This role requires availability to work across operational hours, generally between 8:30am and 6:30pm Sunday to Thursday, with extended hours to 7:30pm on Fridays & Saturdays and during peak periods. Minimum shift length is four hours.

This varied role suits someone who enjoys helping people, using technology, and staying organised in a busy environment. You'll work independently at times, communicate confidently with a wide range of people in person, online and over the phone, and contribute to a positive team culture while living Council's values every day. Find out more about what we do here: [Wollongong Tourist Parks](#)

This is a casual position. Salary from \$40.74 per hour plus 25 % casual loading and superannuation. (Salary will be assessed based on skills, experience)

# What you will be doing

## Administration Support Officers - Community Facilities

- Coordinate facility bookings and community use
- Deliver exceptional customer service via phone, email and face-to-face
- Support community groups, hirers, internal stakeholders, and the general public from all backgrounds, fostering inclusive and accessible community spaces
- Manage administrative and financial tasks such as invoicing and reconciliations
- Monitor facilities, maintenance needs and compliance requirements
- Help keep our community centres operating efficiently and seamlessly
- Promoting facilities through marketing initiatives
- Ensuring compliance with Council policies, WHS standards, and licence agreements

## Customer Service Assistants- Tourist Parks

- Welcoming guests and assisting with bookings, enquiries, and requests to ensure a positive and enjoyable stay—and making every visitor feel valued.
- Using booking systems, the phone and technology to manage customer enquiries and bookings.
- Handling payment transactions and processing them accurately and efficiently.
- Building positive relationships with customers through friendly, professional service.
- Working independently and using initiative, as this role often involves working solo while staying connected to the broader team that's ready to assist when needed.
- Focusing on customer priorities, managing multiple tasks efficiently, and remaining calm during busy periods or when resolving customer concerns

## About you

You are a flexible, customer-focused professional who enjoys helping people and creating positive experiences. You communicate confidently, work well both independently and as part of a team, and are comfortable using technology in a busy environment. You can work varied shifts, including at short notice, to cover planned and unplanned leave.

You will bring:

- Experience delivering excellent customer service.
- Strong verbal and written communication skills.
- Confidence using booking systems, digital tools and Microsoft Office.
- A collaborative approach and the ability to build positive relationships.
- Strong organisational skills, attention to detail and the ability to manage competing priorities.
- A commitment to Council's values of Respect, Integrity, OneTeam, Sustainability and Courage.
- Availability to work across multiple locations and operational hours, including weekends as required.
- A current Class C Driver Licence.

## Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection criteria as outlined overleaf.

**Community Facilities Officer-** Contact Tracey Needham, Community Facilities Team Leader on (02) 4227 7245 for questions related to the job

**Customer Service Assistants- Tourist Parks -** Contact Mark Rigby, Operations Manager Tourist Parks on (02) 4227 7735 for questions related to the job

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

**Applications close 11:59pm, Sunday 25 October 2026**

# Selection Criteria

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Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage. The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation

1. Which role are you applying for? Casual Community Facilities Officer, or Casual Customer Service Assistants- Tourist Parks or Both.
2. Tell us about your experience delivering front line customer service to people from diverse backgrounds using a variety of mediums including online, over the phone and face to face
3. Tell us about your administration experience, including your use of Microsoft Office, booking systems and other workplace technologies.
4. If you are applying for the Casual Community Facilities Officer role, please outline your relevant experience in facility operations and management. If you are not applying for this role, please enter N/A.
5. Please provide details of your availability, including:  
Days of the week you can work  
Earliest start and latest finish times  
Availability for weekends and public holidays  
Availability during school holidays  
Any periods or times you are unavailable



2025 Winner  
AHRI Awards:  
Best Employee  
Experience  
Strategy



2025 Highly Commended  
NSW Local Government  
Excellence Awards:  
Organisational Diversity  
& Inclusion



Veterans  
Employment  
Program



Committed  
to Carer  
Inclusivity

# Why you'll love working here

## **We're values based, and purpose-led**

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

## **Make a difference in your community**

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

## **Be your authentic self**

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

## **Grow capability and opportunity**

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

## **Create local and industry connections**

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

## **Career growth and recognition**

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

## **True work-life balance**

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

## **Great working conditions**

### **Health, safety, and wellbeing**

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks and discounted gym memberships.

## **A vibrant social culture**

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



# Next steps

## How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

## More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

