

Accountability, Leadership, Unity, Trust, Pride & Safety

Customer Service Officer

Temporary / Full Time
Location – Proserpine Administration Building
$77,246.09 per annum to $90,622.23 per annum + Locality Allowance + Super

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.

Start your career in Local Government!

Are you looking for an opportunity to gain experience in Local Government? This temporary role is a great introduction to Council, offering practical experience across customer service, administration and Council operations.

Whitsunday Regional Council is seeking a positive and customer-focused Customer Service Officer to join our Customer Experience team until 5 February 2027, with the possibility of extension subject to operational requirements.

About The Role:

As a Customer Service Officer, you'll be one of the first points of contact for our community, assisting with enquiries, requests, transactions and Council services. You'll also provide administrative support and gain exposure to a broad range of Council functions. This is a great opportunity to develop introductory local government knowledge and transferable skills while working in a supportive, multi-skilled environment.

Key responsibilities include:

- Responding to customer enquiries, requests and transactions
- Providing professional and positive customer service
- Providing general administrative support
- Maintaining Council information and databases
- Processing payments and transactions
- Working collaboratively across Council departments.

What we're looking for:

You'll bring a positive attitude, good communication and administration skills, and importantly, a willingness to learn and develop your knowledge of Local Government. If you're looking to build your experience and take your first step into local government, 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.