

Customer Service Officer – Development & Building

Location: MidCoast NSW

Looking for more than just your next job?
Join a team that's helping shape the future of the MidCoast while enjoying the perfect balance of meaningful work and an exceptional lifestyle on the Barrington Coast. Here, your contribution matters - to your community, your team, and your own future.

The Role

Applications are now open for the position of Customer Service Officer – Development & Building, which sits within the Development Assessment & Building Certification Department in the Sustainable Development Division of MidCoast Council.

As the first point of contact for customers, you will provide friendly, professional and accurate assistance across a range of customer service channels. The role will involve processing customer transactions, handling enquiries, providing information about Council's development and building services, and supporting a consistent, high-quality customer experience.

To be considered for this position, you will possess:

- Certificate III or above in Customer Engagement, Business Administration or a related field, or demonstrated experience in a high-volume customer contact centre.
- The ability to quickly learn new skills, navigate a range of computer systems and adapt to changes in processes, practices and technology.

- Demonstrated experience in cash handling procedures, including identifying and resolving transactional errors.
- Highly developed communication skills, including strong written communication and the ability to liaise effectively with members of the public and staff at all levels.
- Demonstrated conflict resolution, negotiation and problem-solving skills.
- The ability to work collaboratively, manage competing priorities and provide a positive customer experience.
- Current Class C Driver Licence.

What we offer?

We are committed to the growth of our employees and have a range of benefits available to support wellbeing and career development. Click here to find out more.

Looking to relocate? From housing and transport to community connections and personalised support - discover a range of local services designed to make your move to the MidCoast region easier. Learn more here.

Salary: Commencing salary circa $68,500p.a. plus superannuation. (dependent on skills and experience)

Location: This position will be based at our Administration Centre in Yalawanyi Ganya at 2 Biripi Way, Taree. You may also be required to be based from other Council sites across the MidCoast Council region.

Tenure: Permanent, Full Time.

Closing date: Thursday, 10 December 2026 at 11:00 pm.

For questions relating to the position requirements please contact Adam Matlawski, Manager Development Assessment and Building Certification who is the hiring manager for this role. Adam can be reached on (02) 7955 7306 or at adam.matlawski@midcoast.nsw.gov.au.

For enquiries regarding the application process contact Loretta Anderson, Human Resources Business Partner who is the HR representative for this role. Loretta can be reached on (02) 7955 7316 or at loretta.anderson@midcoast.nsw.gov.au.

How to apply:

- When responding to the questions below, please include detailed and relevant examples of your skills and experience. Using the STAR method can help you

prepare clear and concise responses using real-life examples. For more information regarding the STAR method, please click on this link.

- Please avoid using AI to generate responses to answer the questions in your application.
- You have the option to save your application prior to submitting, however please ensure you don't forget to submit your application before the closing date.
- Click the "NEXT" button at the bottom of the application form to attach your resume. We recommend using Pdf formatting where possible.
- Attaching a Cover Letter is not a requirement of the application process. However, there is an 'optional field' to attach a Cover Letter, if you wish to do so.
- We will be in touch via email.

Our organisation

At MidCoast Council our people are our most important resource and we believe that we can only reach our full potential when you reach yours. This is the place for those who seek to play a role in the community and have an enthusiasm to learn and grow. Here you can make a real difference.

Our community is our customer and is at the centre of everything we do. We value, support and empower our people to deliver positive results for our community.

Right now, we are investing heavily in our organisation, and our people. Our Administration Centre is a state-of-the-art facility designed to inspire innovation, creativity and collaboration. The building has been named 'Yalawanyi Ganya' which means "sitting/meeting place" in the Gathang language of the indigenous people across the MidCoast Region.

About the MidCoast Region

From lakes and estuaries to white sandy beaches to world heritage mountain wilderness, the MidCoast region offers an attractive lifestyle for everyone. Our community is characterised by its welcoming attitude, growing economy and natural beauty. These are the pillars of the quality of life we value.

Our commitment

At MidCoast Council we are committed to providing equal employment opportunities. Our aim is to provide all of our staff with an inclusive, safe and healthy working environment. We never discriminate on the basis of race, religion, national origin,

gender identity or expression, sexual orientation, age or marital, veteran or disability status. If you have a disability and need to request any adjustments to assist with the application process, or to discuss workplace adjustments you may require, please contact the HR representative.

Council also recognises the skills and attributes of veterans and welcomes applications from ex-service personnel.

We respectfully ask that recruitment agencies do not contact us at this stage.