

Applicant Information Pack

Position: Customer Service Officer
Date: September 2026

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Application Form – Customer Service Officer

Surname	Given Names
Address	
Email	Preferred Phone
Working Rights	
Australian Resident Y or N	VISA Expiry Date: VISA Number:
Referees <i>I hereby give consent to the below referees being contacted.</i>	
1. Name	Position
Contact Number	Relationship
2. Name	Position
Contact Number	Relationship
Application Checklist	
This Form Completed Y / N	Resume Y / N
Pre-employment Health Disclosure Form Completed Y / N	Application Cover Letter Responding to Position Description Selection Criteria Y / N
Declaration by Applicant <i>I hereby declare that all information contained in this application is true and accurate and has been prepared directly by me and not another party on my behalf.</i>	
Signature	Print Name
Date	

Pre-Employment Health Disclosure Form

Customer Service Officer

September 2026

Purpose

Glamorgan Spring Bay Council is committed to ensuring it provides a safe place of work as required under the *Work Health and Safety Act 2012*. As part of fulfilling this commitment, Glamorgan Spring Bay Council requires that people disclose any real or potential health illness or injury or medication which may impact upon performing the above mentioned role.

In addition, Glamorgan Spring Bay Council also has a range of other safety practices to ensure a safe place of work such as testing for alcohol and drugs, monitoring fatigue and similar.

Position Risks

The below risks have been identified for the above mentioned role.

- | | |
|--|---|
| ☒ Use of visual display unit (IPad and Laptop) | ☒ Repetitive use of mouse/keyboard |
| ☒ Working under pressure | ☒ Sitting for extended period (1.5 + hours) |
| ☒ Standing for extended period (1.5 + hours) | ☐ Driving |
| ☒ Lifting less than 20kg | ☐ Lifting 20-35kg |
| ☐ Lifting more than 35kg | ☐ Climbing ladders |
| ☐ Working at heights (greater than 2 metres) | ☐ Sun exposure |
| ☐ Dust exposure | ☐ Noise exposure |
| ☐ Walking uneven surfaces | |

Disclosure

Print Name	
Date Completed	

Item	Date	Details (Name injury/illness/medication, impact, treatment)
Illnesses <i>Disclose any past or current illness that may re occur, be triggered or exacerbated by the risks identified.</i>		

Injuries <i>Disclose any past or current injuries that may re occur, be triggered or exacerbated by the risks identified.</i>		
Current Medications <i>Disclose any medications that may impact upon the performance of the role as per the risks identified.</i>		
Past Workers Compensation <i>Disclose any current or past workers compensation that may impact upon the performance of the role as per the risks identified.</i>		

Note: add additional pages to this if required.

Declaration and Authorisation

I declare that the information provided in this Pre-Employment Health Disclosure Information Form is true and accurate at the time of completion and acknowledge that failure to provide true and accurate information could later result in termination of employment in the event I was appointed to the above mentioned position.

I authorise for this information to be passed on to a medical professional as part of any pre-employment medical I may be required to undertake during the recruitment and selection process.

Print Name	
Signature	

Position Description

Customer Service Officer

Band 2

Enterprise Agreement

Corporate and Financial Services

Triabunna

September 2026

OUR VISION

We want Glamorgan Spring Bay to be:

Prosperous, vibrant and inclusive. A place where people want to live, work and visit.

PRIMARY OBJECTIVE

The Customer Service Officer provides a friendly and professional first point of contact for Council customers and provides general administrative support to Council operations.

ORGANISATIONAL RELATIONSHIPS

Reports to: Director Corporate and Financial Services

Direct Reports: Nil.

KEY ACCOUNTABILITIES/CHALLENGES

- Ensuring a high level of customer service via various service mediums.
- Balancing competing priorities and managing expectations of others.
- Investing time in continuous improvement activities whilst still meeting operational requirements.

PRIMARY RESPONSIBILITIES

The Customer Service Officer is responsible for:

- Providing friendly and professional customer service at Council's reception, including in person, by phone and by email.
- Responding to general enquiries and directing customers to the appropriate Council service or staff member when required.
- Receiving and processing customer payments and accurately completing end-of-day receipting and balancing processes.
- Receiving, recording and allocating correspondence and other records in Council's records management system.

- Providing general administrative support to assist with the day-to-day operations of Council.
- Supporting Council communications relating to customer service and reception activities.
- Assisting with the organisation of meetings, visitors and Council events, including preparing and maintaining meeting rooms as required.
- Coordinating general administrative purchases, including stationery, uniforms, catering and other office supplies.
- Updating relevant Council records and systems as required, including the General Manager's Roll.
- Developing and maintaining procedures for relevant customer service and administrative processes.
- Providing guidance and support to trainees, work experience students, or other administrative staff as required
- Other duties as required / directed from time to time. An employee may be directed to carry out such duties as are within the limits of the employees' skills, competencies and training.

ALL STAFF RESPONSIBILITIES

- Ensure safety is considered and practised in all aspects of role performance and that it is effectively managed in accordance with Council's safe system of work.
- Comply with all Council policy and procedures which may be varied from time to time in consultation with appropriate staff.
- Carry out all responsibilities of the role in accordance with Council's code of conduct.
- Adhere at all times to the *Local Government Act 1993 Tas.* or any other specific legislation or professional standard that relates to the role.

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Good verbal and written communication skills, with the ability to communicate respectfully with a range of people.
- Experience using computers and common office systems, with the ability to learn new systems.
- Good organisational skills, with the ability to manage day-to-day tasks, priorities and deadlines.
- Experience handling payments, receipting or other basic financial transactions, or the ability to quickly learn these processes.

DESIRABLE

- Experience in a customer service, reception or administrative role.
- Certificate III or IV in Business, Business Administration, Customer Service or a related field.
- Experience working in local government or another public service environment.
- Experience using electronic records management or customer service systems.
- Experience providing guidance or support to trainees or less experienced staff.

SELECTION CRITERIA

1. Ability to provide friendly and professional customer service and communicate clearly with a range of people, including when dealing with difficult or sensitive situations.
2. Ability to complete general administrative tasks accurately and confidently use computers and electronic systems.
3. Ability to organise day-to-day work, manage competing tasks and meet required timeframes.
4. Ability to work accurately and pay attention to detail, particularly when handling payments, records and customer information.
5. Ability to work cooperatively as part of a team, use initiative within the requirements of the role and contribute to improving customer service and administrative processes.

Recruitment and Selection Information

September 2026

The position is offered on an ongoing, part-time basis, working 27.5 hours per week (6 hours per day, including a 30-minute unpaid lunch break).

The position is classified as a Band 2, Municipal Officer, with a Full-Time Equivalent salary range of **\$70,055.00 to \$77,204.00**, dependent on skills and experience.

Council also provides **18.5% superannuation**, with employees having the option to receive 6.5% of this contribution as additional salary, providing greater flexibility in how their overall remuneration is structured.

Glamorgan Spring Bay Council is committed to employment through merit selection. This means the best person for the job will be appointed based on skills, experience, qualifications and ability to meet the selection criteria. Discriminatory attributes such as gender, age, religion, political beliefs and other attributes protected under Tasmanian Anti-Discrimination legislation will not be considered or influence recruitment and selection decisions.

How to Apply

To apply for this position, applicants must submit the following documents:

1. A cover letter addressing the selection criteria found in the Position Description
2. A current resume
3. The completed forms on this application pack (Application form and Pre-employment health disclosure)

Applications that do not include all documents may not be considered.

All applications must be emailed to people@freycinet.tas.gov.au with the subject line:

Application: Customer Service Officer

Applications will be reviewed on a weekly basis, and the advertisement will **close at Midnight on Sunday 4 October 2026**.

Recruitment Process

After applications are received, the following process will generally apply:

Shortlisting

Applications will be assessed against the selection criteria outlined in the Position Description. Shortlisting is based on the information provided in the application.

Interviews

Shortlisted applicants will be invited to attend an interview. Interviews are conducted by a panel and may include independent panel members from outside Council. Interviews may be conducted face-to-face, via video, or by phone and may range from approximately 20 minutes to two hours. All applicants are assessed against the same criteria and may be asked to expand on information provided in their application.

Further Assessment (if required)

Depending on the role, the recruitment process may also include:

- Second interviews
- Aptitude or skills testing
- Psychometric assessment
- Referee checks
- Pre-employment medical assessment

Offer of Employment Process

Council's offer of employment process generally occurs in three stages:

1. *Verbal Offer*

The preferred applicant will be contacted by phone and a verbal offer of employment will be made in the first instance. This allows the applicant and Council to confirm mutual interest in proceeding.

2. *Written Conditional Offer*

Following the verbal offer, a written conditional offer of employment will be issued. This letter will outline the proposed terms of employment and any pre-employment or compliance requirements that must be satisfied before an employment contract can be issued.

These may include (but are not limited to):

- Evidence of qualifications or licences
- Pre-employment medical or workplace health assessment
- Right to work in Australia documentation
- National police clearance (generally only for office based roles)
- Any role-specific compliance requirements

3. *Employment Contract*

Once all compliance requirements have been satisfied and employment details have been agreed by both parties, a formal Contract of Employment will be issued.

Applicants are generally provided up to 14 days to review and consider the contract before accepting the offer.

Timeframes

Recruitment processes can take between 2 to 12 weeks, depending on the number of applicants, interview availability, and any additional assessment requirements. Applicants seeking an update on progress should contact the person listed in the job advertisement.

Glamorgan Spring Bay Council does not provide an appeal process in relation to recruitment and selection decisions.