

Help shape positive customer experiences and create value for the Central Coast community. Join a fast-paced team where every conversation is an opportunity to Rewrite the Future.

- Join a supportive, fast-paced call centre team based at Council's Wyong Administration Building.
- Benefit from a 9-day fortnight and hybrid working arrangements that support work-life balance.
- Three (3) temporary full-time opportunities available.

About the role

This is primarily an inbound call centre position based at Council's Wyong Administration Building.

As a Customer Service Officer, you will be one of the first points of contact for the Central Coast community. You will spend the majority of your working day responding to inbound customer calls and using multiple systems to resolve enquiries, accurate information across a broad range of Council services.

You will work in a structured, fast-paced contact centre environment where you will need to listen carefully, identify customer needs and provide clear and consistent advice. The role requires strong communication skills, resilience, attention to detail and the ability to navigate several systems and information sources while assisting customers. You will commence in our call centre and, after completing the required training and competency assessments, may have opportunities to support Council's service counters and digital channels and, where applicable, access hybrid working arrangements.

This position is required to provide quality customer service and create value for the community.

To be successful in this role, you will have:

- Certificate III qualification in Customer Contact or a related field or demonstrated solid contemporary experience in a similar role combined with ongoing professional development.
- Demonstrated recent experience in a fast-paced inbound call centre or customer contact environment, managing a high volume and broad range of customer enquiries.
- Strong verbal and written communication skills, with the ability to listen, empathise and adapt your approach to different customers and colleagues.
- Confidence managing difficult, complex or sensitive customer interactions and working towards appropriate outcomes.
- The ability to navigate multiple systems and digital programs simultaneously while speaking with customers.
- Strong organisational skills and the ability to manage competing priorities in a structured service environment.
- A flexible, collaborative and solutions-focused approach, with a commitment to quality customer service.
- An understanding of privacy and information access obligations, or the ability to quickly develop this knowledge.

Offer Details

The commencing salary for this position is up to \$76,535. Employees may progress through the salary range up to \$88,678, subject to demonstrated skills, performance and successful completion of competency assessments. Plus 12% superannuation.

- We have three (3) temporary full-time and part-time roles available
- Hybrid working opportunities may be available following the successful completion of training and competency requirements
- This role is located at the Wyong Administration Building
- An eligibility list may be established from this recruitment process and used to fill future vacancies over the next 12 months.

Want to know more?

The contact person for this role is **Teresa Sialepis, Team Leader Customer Service**. You can contact **Teresa** on **0428 045 826**.

This position will close for applications at **midnight on Monday 5 October 2026**.

Previous applicants do not need to reapply.

We are looking for genuine examples that showcase your skills, experience and customer service capabilities. While you may use tools to assist you with preparing your application, responses should accurately reflect your own experiences and achievements, as AI-generated responses alone will not provide an advantage during the selection process.

We will not accept unsolicited resumes or applications being presented by recruitment agencies.



Extra benefits

At Central Coast Council we provide team members with a range of extras that help them balance their life when they need it. Fitness Passports give access to a range of gyms. And an Employee Assistance Program that offers a range of wellbeing initiatives to help you and your immediate family.

Other extras include:

- Long service leave after 5 years of continuous service
- Free flu vaccination program
- Time provided for you to do annual skin cancer screening, Breast screen and blood donations
- Access to professional development with career development and learning programs through various platforms
- We reward and recognise our staff with our Cheers program
- Novated leasing partnerships.

Central Coast Council is ideally located on the northern fringe of Sydney and just an hour's drive from Newcastle, the Central Coast offers one of the best places in Australia to live and work. The

Central Coast is one of the fastest growing regions in NSW, the third largest Local Government Area (LGA) in NSW and the 6th Largest LGA in Australia.

Central Coast Council is committed to the goals of equal opportunity employment. We aim to provide a work environment for our employees that fosters equity, diversity and respect.

Council is committed to providing safe environments that protect the physical, emotional, cultural and social wellbeing of children on the Central Coast.

Council may create an eligibility list from this recruitment process and may utilise this eligibility list to fill other permanent or temporary vacancies.

How to apply

We have put together some additional resources to help you [apply for a role](#) at Central Coast Council.

By completing and submitting this online application you confirm that any information that you provide in this application is true and correct and acknowledge that any offer of employment may be withdrawn should the information that you have provided in support of your application be shown to be false.

You also consent to employment screening checks being conducted where appropriate. This may include associated checks including reference checks, Working with Children Check, Entitlement to Work in Australia, employment history and an Australian Federal Police Check, as well as substantiation of educational qualifications, industry memberships, previous Central Coast Council employment history and association with professional bodies.

You also acknowledge that you will be required to provide proof of eligibility (including photo identification) to work in Australia if selected for an interview.

To lodge your application, please follow these steps:

1. Click to apply
2. Answer the online questions
3. Attach your resume
4. Attach your qualifications and licences.

Once your application is successfully lodged you will receive an automated response sent to your e-mail address. If a response is not received this means that your application has not been successfully submitted and you will need to lodge another application.

If you require assistance to lodge your application please contact our Talent Acquisition team by emailing recruit@centralcoast.nsw.gov.au to discuss what reasonable adjustments you may need. If you are deaf, hearing or speech impaired, you can contact us through the National Relay Service TTY call 133 677 or Speak & Listen 1300 555 727.

Applicants who are selected for interview will be contacted by phone or e-mail.

You will have the ability to save your application as you go using the 'Save Application' button. You can start an application and return to it later via the automatic follow-up email once you have the time and required information at hand to finalise your application.

If you don't have access to a computer or electronic device, you can lodge your application at any of Council's Library locations. Pre-book a free 1-hour computer timeslot by contacting your nearest

library <https://www.centralcoast.nsw.gov.au/libraries/our-branches> or ask at the enquiry counter.

