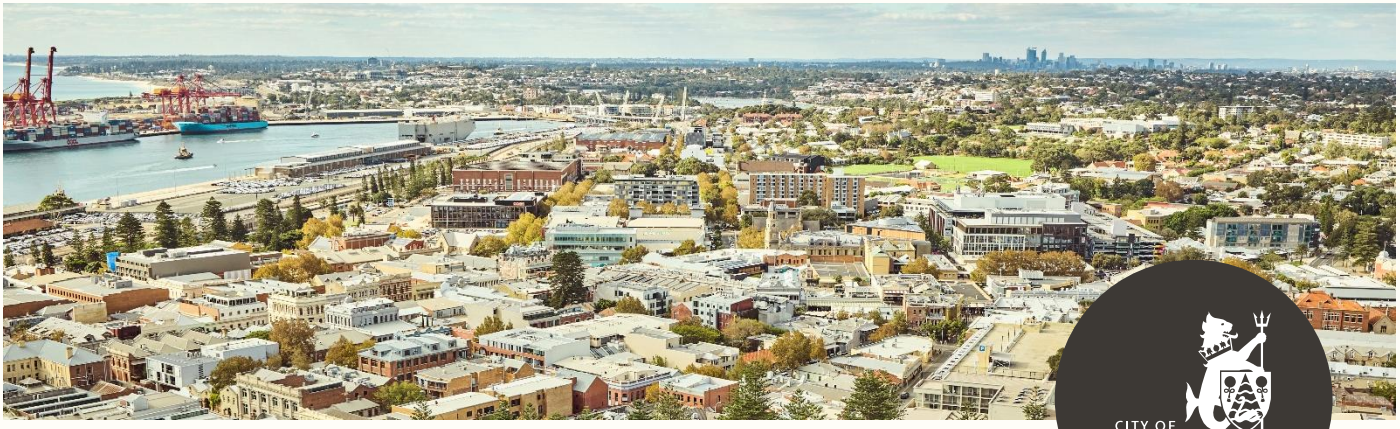


Customer Relationship Officer

Permanent full-time

Salary $77,945 - $93,930 per annum + 12% super

Benefits

- **Health and Wellbeing program**
- **Superannuation co-contribution options**
- **17.5% leave loading**
- **Access to Fitness Passport**

Organisational Overview

The City of Fremantle provides an eclectic mix of services, facilities and events to local residents, businesses and visitors. We are committed to employing caring, competent, adaptable and responsive, professional individuals who are excited about making Fremantle a welcoming city for all. The City is committed to serving our community and making a positive impact on our environment. We aim to do this through our culture, whereby we take ownership, bring creativity and innovative thinking, collaborate to create better outcomes, and celebrate our collective success. We are committed to reducing paper and going digital to reduce our environmental impact and improve access and efficiency.

The City is embarking on a journey to improve the customer experience to help achieve our vision of strong reputation, stronger future. To support this transformation, this pivotal role will support business units to deliver and achieve exceptional customer experience through expert communication, relationship development and coaching to ensure all customer interactions are handled professionally and in line with our values. A key component to this role is identifying opportunities for service improvement, making recommendations and supporting business units to implement changes.

This role will suit a reliable individual who is passionate about delivering exceptional customer service, thrives on problem solving and is willing to expand their own knowledge and share their expertise with others. We are seeking a dedicated individual who can work autonomously across business units, providing support and guidance to consistently deliver exceptional customer experiences.

Key Responsibilities

- Proactively build strong relationships across different business units to ensure customer queries and issues are resolved efficiently and within KPIs.
- Provide expert advice, data and customer insights on all aspects of the customer experience and journey to improve customer service standards.
- Identify opportunities and collaborate with stakeholders to improve customer service that meet the community's needs and strengthen customer experience.
- Train stakeholders in effective customer experience techniques that enable capability building across the City.
- Follow through on difficult customer requests to ensure timely and satisfactory resolution for the customer and with the business unit in line with the Customer Experience Strategy and KPIs.

To be considered for this position, you will need

- Demonstrated experience in providing exceptional customer experience outcomes in a diverse service environment.
- Strong interpersonal skills with the ability to collaborate and negotiate positive customer service outcomes across a diverse range of stakeholders.
- Experience with multiple software systems and working across platforms to deliver exceptional customer service outcomes.
- Provide expert advice, data and customer insights on all aspects of the customer experience and journey to improve customer service standards.
- Nationally Coordinated Criminal History Check (issued within the past 6 months)

The City of Fremantle promotes a workplace that actively seeks to include, welcome and value unique contributions of all people. The City encourages people of all ages, genders, and abilities, Aboriginal Australians and people from culturally diverse backgrounds to apply for this job.

If you have any access needs that may require reasonable adjustments to allow you to fully participate in the application and interview process, please get in touch with the contact below. If you are an Aboriginal person or a person with a Disability who would like assistance with your application, please contact the Jobs and Skills Centre on 136464.

Application Instructions

Click Apply to be directed to our website and submit your application. Navigate to Job Attachments to view position description and Application Instructions.

Applicants should provide a current curriculum vitae and a two-page (maximum) cover letter in .pdf format. You do not need to address the selection criteria. Your CV and cover letter should demonstrate how your skills and experience make you a suitable candidate for the advertised position. The estimated closure date is **5pm Sunday 29 November 2026** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Kath Philp** on **08 9432 9633**

Applicants must have the right to work in Australia.

The City of Fremantle acknowledges the Whadjuk people as the Traditional Owners of the Walyalup/ Fremantle area, and we recognise their cultural and heritage beliefs are still important today.