

TRAINEESHIP - Certificate III in Business (Customer Engagement)

First Year Traineeship – 2027 Intake

Primary Work Location: Wyong Administration Building NSW

- Be part of a team that makes a difference
- Complete a nationally recognised qualification
- Learn from supportive people, develop experience that looks great on your resume and open the door to future career opportunities.

About the role

Council is excited to offer Traineeship opportunities for motivated people who have an interest in gaining “hands on” work experience as a Trainee Customer Service Officer. The objective of our program is to acquire the knowledge, skills and competence to complete the Traineeship, with a view to establishing a career in Local Government.

General Information

The Traineeship program requires the successful applicants to enter a Training Contract for one (1) year commencing in January 2027.

As part of their individual Training Plans Trainees are required to undertake and complete a **Certificate III in Business (Customer Engagement)** online through a Registered Training Organisation (RTO).

Trainees commence as a 1st year Trainee and are trained under the instruction of an experienced supervisor. Council offers an excellent development program with exposure to many facets of the job throughout the course.

We encourage those applicants who have a passion for the trade/area and for developing their knowledge and skills to apply.

Please note that employment beyond the term of the Traineeship is neither automatically offered nor guaranteed.

Essential Criteria

1. Minimum education requirement - Year 10 School Certificate or RoSA (Record of School Achievement) or equivalent leaving certificate. Please note: Current Year 10 students are eligible to apply and if successful in selection it will be based on the proviso that they complete the Year 10 RoSA and provide documentation prior to commencement in position;
2. Demonstrated interest and/or experience in the chosen trade or area;
3. Be an Australian Citizen or granted permanent residency status;
4. Demonstrated ability to work well in a team environment.

Applications will be assessed based on information provided in the application. Council receives numerous applications for Traineeships and applicants need to meet the essential criteria and clearly establish their aptitude for their chosen role. For additional information on applying for an Traineeship role click on the following link: [Checklist for applying for a CCC Traineeship or Apprenticeship.](#)

Applicants successful at progressing to interview will then be invited to attend a group and panel interview which will be conducted during a weekday. Applicants shortlisted for interview will be advised via phone and e-mail.

Offer Details

The commencing weekly salary range for this position is \$501.30 to \$1,279.60 depending on age and school qualifications plus 12% superannuation

- We have two temporary full-time role available
- These roles will have access to a 9 day fortnight
- This role is located at the Wyong Administration Building

Want to know more?

The contact person for this role is **Summa Cane, Customer Service Supervisor**. You can contact **Summa** on **0417 324 920**.

This position will close for applications at **midnight on Sunday, 23 August 2026**.

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.

