



Bookings Officer (INTERNAL APPLICATIONS ONLY)

Fixed Term (March 2027) Part Time (15 Hours per week, working Thursday and Friday)

Salary \$71,910 - \$86,967 per annum (pro rata) + 12% super

Benefits

- Health and Wellbeing program
 - Superannuation co-contribution options for eligible employees
 - 17.5% leave loading
 - Access to Fitness Passport
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Organisational Overview

We have a great acting opportunity available for someone to step into the City's Bookings Officer role on Thursdays and Fridays while the current position holder is on maternity leave until March 2027. This is a fixed term part-time Band 3 role and would suit someone who enjoys customer service, administration, problem solving and working with a range of people across the City. The role will be shared with Rachel, one of our Customer Service Officers from the Leisure Centre, who will be working Monday to Wednesday.

The role supports the day-to-day coordination of City of Fremantle bookings, including responding to customer enquiries, processing Space to Co requests, checking booking details, confirming access requirements, liaising with internal teams and keeping booking records accurate and up to date. A copy of the position description is attached.

You will be joining a supportive, fun and knowledgeable team, led by Kassandra McPhee, with the opportunity to build your experience in bookings, venue coordination and community-facing services. The role is primarily based at the Walyalup Civic Centre, with work across other City facilities as required to support service delivery and operational needs.

Key Responsibilities

- Provide high-quality customer service by administering booking applications, enquiries and changes, providing accurate advice and coordinating requirements across internal and external stakeholders.
- Ensure hirer compliance with insurance, permits, bonds, fees, conditions of hire and event requirement, escalating high-risk or unresolved non-compliance in accordance with City procedures.
- Process and reconcile booking invoices, payments, bonds, refunds, discounts and waivers, identifying overdue amounts, revenue leakage and matters requiring escalation.
- Coordinate access to approved facilities, reserves and spaces, including issuing, monitoring and receiving keys or access devices in accordance with City procedures.
- Resolve routine booking enquiries, conflicts, complaints and disputes, follow up breaches of hire conditions, and escalate complex, sensitive, high-risk or unresolved matters to the Recreation & Wellbeing Coordinator.
- Maintain accurate and compliant booking systems, records and financial reconciliations to support service delivery, reporting and audit readiness.
- Monitor and report on utilisation, capacity, cancellations, waitlists, unmet demand, revenue, customer feedback and priority-group access to support service planning and facility reviews.

To be considered for this position, you will need

- Excellent organisational and time management skills with the ability to prioritise competing tasks.
- Excellent administrative, financial, written, and verbal communication skills.
- Strong customer service and interpersonal skills with the ability to effectively communicate with a diverse range of stakeholders and build positive, professional relationships.
- Demonstrated ability to resolve booking enquiries, complaints, conflicts and disputes, applying sound judgement to manage issues effectively and escalate sensitive or high-risk matters appropriately.
- Current WA “C” class driver’s license
- Current Working with Children’s Check

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 September 13** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Lauren Anderson**, Team Leader Recreation Services on LAURENA@fremantle.wa.gov.au

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.