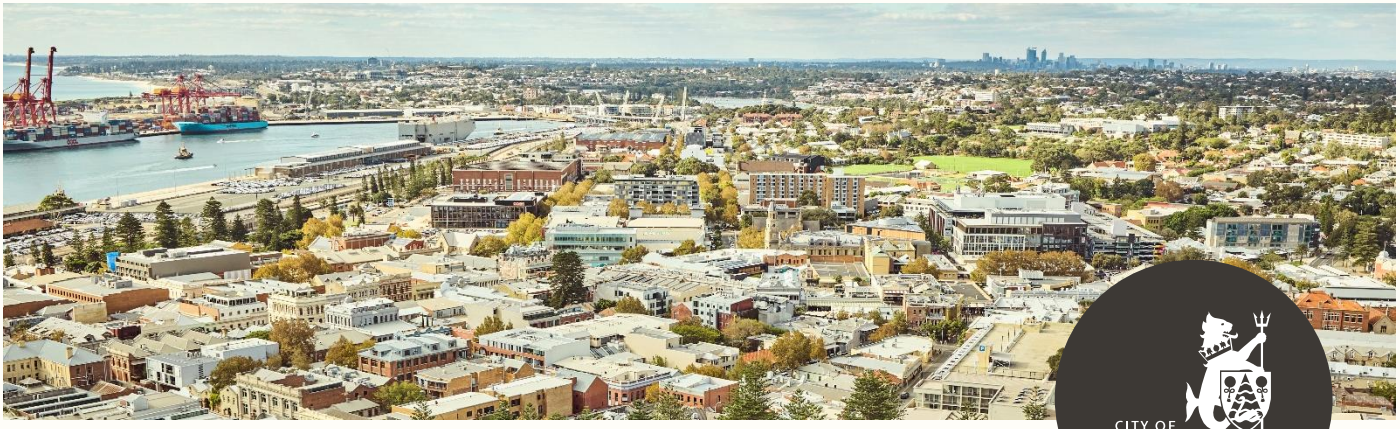


Business Support Officer

Permanent full-time

Salary $71,910 - $86,967 per annum + 12% super

Benefits

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

Organisational Overview

Join a future-focused team that values smart strategy, clear reporting, and well-run assets, all while balancing commercial insight with genuine community outcomes. With strong systems and a culture of trust and ownership, this is where local government meets meaningful enterprise. Based in the heart of Walyalup (Fremantle), Working at the City of Fremantle, you'll benefit from flexible work options and a strong focus on outcomes.

The City of Fremantle is currently seeking to appoint a Business Support Officer. This position supports the Planning, Place and Urban Design Directorate, inclusive of the Field Services, Development Approvals and Strategic Planning and City Design teams.

Key Responsibilities

- Receive, investigate, refer (if required) and respond to customer queries, delivering exceptional customer service.
- Assist teams within the directorate with their administrative needs.
- Work closely with the customer service team to assist customers.
- Assist customers with the lodgement of applications and process for allocation to technical staff
- Perform administrative and assessment processes in relation to parking infringement notices.
- Transfer infringement notice and other data to infringement management databases and records management databases.
- Prepare correspondence and official documentation in relation to parking infringement notices and follow appeal procedures to determine the outcome of customer appeals.
- Maintain and improve records in accordance with the organization's record keeping procedures.
- Record and maintain statistical information.
- Perform all tasks requires in the process of infringement including searches and communications with relevant agencies.
- Assist in the processing of property settlement enquiries.

To be considered for this position, you will need

- Advanced computer skills, including Microsoft Office suite, Microsoft Outlook, Internet Explorer, with an ability to learn and effectively use in-house software.
- High level of customer service skills including conflict resolution and communication skills.
- High level of literacy (grammar, punctuation, spelling) skills.
- High level of initiative and problem-solving skills.
- Ability to motivate self and have a positive impact on other staff.
- Ability to interpret and follow business unit procedures and policies, as well as corporate ideals and business plans.
- Demonstrated successful experience in preparing business-related documents.
- Hold a current Police clearance (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 on Sunday December 6** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Kayla Goodchild on 9432 9616**

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.