

***Do you want to be trusted link between Council, businesses and event organisers? We are currently searching for a Business and Events Concierge to help unlock opportunities, solve information challenges and deliver positive customer experience for our business and events customers. If this sounds like you, now is your chance to Rewrite the Future with us!***

- Facilitate seamless customer experiences through proactive communication and effective case management
- Contribute to the continuous improvement of business support initiatives and customer engagement activities
- Newly created temporary full-time position 12 months from commencement

## **About the role**

The role of Business and Events Concierge is the central point of contact for new and established business and events customers engaging with Central Coast Council.

This role will see you act as the key liaison between businesses, events organisers and Council. You will take a coordinated and customer-focused service approach as you navigate regulatory requirements, facilitate access to Council services, and connect customers with the appropriate internal business units.

You will be responsible for simplifying complex processes, fostering positive relationships and ensuring a seamless customer experience that supports both business growth and event delivery across the Central Coast.

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

## **Applicant Profile**

To be successful in this role, you will have:

- a diploma level qualification in Customer Service, Management or Business OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development
- knowledge of applicable legal and regulatory frameworks which are relevant to business and customer enquiries
- the ability to identify issues, analyse information and develop practical customer-focused solutions to achieve positive outcomes
- the ability to manage multiple enquiries, competing priorities and customer expectations whilst maintaining a high level of customer service and delivering within agreed timeframes
- the ability to build strong, credible relationships and effectively liaise with and influence at different levels of the organisation, and with external stakeholders.

## **Offer Details**

**The commencing salary for this position is up to \$83.2k per year. Central Coast Council also provides progression opportunities for employees to progress up to the maximum salary of \$96.4k on completion of assessment of skills and performance plus 12% superannuation**

- We have a temporary full-time role available
- This role will be able to access a 9 day fortnight
- We are able to offer hybrid and flexible working conditions for this role - 2 days from home and 3 days onsite
- This role is located at the Wyong Administration Building

## **Want to know more?**

The contact person for this role is **Sue Ledingham, Unit Manager Economy, Marketing and Customer**. You can contact **Sue** on **0408 409 810**.

This position will close for applications at **midnight on Sunday, 6 September 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](mailto: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.

