

Customer Experience Officer

Clarence Valley Council

Maclean, NSW

Permanent Full-Time - 70 hours per fortnight

\$64,608 to \$77,046 plus superannuation per annum

Working at Clarence Valley Council

Our goal is simple. We want Clarence Valley to be a community full of opportunity. We know that starts with our people.

Located in the heart of the Northern Rivers, the Clarence Valley is a special place to call home. With over 100km of stunning beaches, national parks and 60 unique towns and villages to enjoy, we've got a massive backyard to look after.

As one of the region's largest employers, we provide the job security and career opportunities of a large organisation, with the warmth and connection of a local team.

We're currently working on some big plans to make the Valley even better by 2036, and we need people who are ready to roll up their sleeves and be a part of something truly important.

Your opportunity

As the Customer Experience Officer, you'll be the critical link between the community and council. You are someone who thrives on creating positive connections, while maintaining a professional yet friendly manner that ensures the highest customer satisfaction. We have an ambitious customer experience improvement program, including enhanced service standards, that you'll contribute to delivering.

Your main responsibilities will include:

- Responding to, referring and resolving enquiries from the public in an empathetic and timely manner;
- Providing information on Council's services and facilities to customers;
- Resolving general telephone, counter and online enquiries from the public and provide written responses within the agreed corporate guidelines; and
- Processing payments received from the public, ensuring they are receipted according to Council's procedures.

A full training program has been developed to enable your journey with Council Customer Service Centre operating hours are between 8.30am and 4.30pm (Monday to Friday). We are committed to fostering diversity in our team and are open to accommodating reduced working days or hours to ensure a healthy work-life balance.

What you'll bring

To thrive in this role, you'll bring:

- Demonstrated experience in delivering an excellent standard of empathetic, customer focused service in a customer centred role;
- High level organisational and well-developed administrative skills;
- Technological skills to fulfil the requirements of the position;
- Well-developed verbal and written communication skills;
- Ability to prioritise and complete customer enquiries to the expected standard in a timely manner;
- A current Class C Driver's Licence.

Apply now to join the team that's shaping the future of the Clarence Valley.

Applications close at 11:30pm Tuesday 3 November 2026.

To discuss this opportunity further, you can contact the hiring manager below for a confidential chat: **Contact Tammy Carr, Team Leader Customer Experience on 02 6643 0277**

All applications must be lodged online via Council's website www.clarence.nsw.gov.au.

Please upload your **resume, cover letter, relevant certificates and licences** as described above.

You will also need to address the **target questions** – maximum 300 words per question.

Q1. Describe a situation where you had to manage multiple customer enquiries while dealing with changing priorities. How did you stay calm and ensure accuracy?

Q2. Can you give an example of when you investigated incomplete or unclear information from a customer? How did you clarify it and what steps did you take next?

Q3. Tell us about a time you had to deal with a difficult or frustrated customer. What was the issue, and how did you resolve it?

Other important information

All successful candidates will be required to undertake a drug and alcohol screening and a pre-employment medical check may be required.

This position is located at Council's Maclean Office, however, this may change should business needs identify other work locations to be more appropriate to deliver our services in the future.

At Clarence Valley Council, we believe our diversity is our strength. We strongly encourage applications from First Nations people, veterans, and individuals of all backgrounds and abilities.

Why our team chooses Clarence Valley Council

- See the tangible results of your efforts in the streets, parks and infrastructure used by you and your loved ones every day.
- We invest in your potential through leadership programs, internal secondments and specialised training to keep your career moving forward.
- We empower you to lead a fulfilling life where family comes first - backed by a culture that genuinely respects your time.

We believe you shouldn't have to choose between an impactful career and a relaxed, coastal lifestyle. That's why we provide plenty of rewarding benefits so you can enjoy work and play in equal measure.

You'll also be rewarded with a range of benefits

- Our popular flex time offering gives you more time to spend with the people who matter most.
- Our Fitness Passport program provides discounted gym and pool access, not just for you, but for your entire household.
- Leadership programs, study assistance, internal secondments and on-the-job training to invest in your potential.
- Your wellbeing is always a priority - we have a zero-harm commitment, and you can access 24/7 confidential support through our Employee Assistance Program (EAP).
- Long service leave after 5 years employment.