

Information Pack

Customer Service Officer *Aqua Jetty, Leisure and Aquatic Facility*

Your application can be lodged online – [City of Rockingham Jobs List](#)

Applications must be received by 4pm, Friday 6 November 2026.

The City reserves the right to close applications early. This means that the position may close without notice. If you are interested, please apply as soon as possible.

Selection criteria apply to this vacancy – refer to the advertisement

You will be required to provide your response to each criterion during the online application process.

"Refer to Resume" is not accepted as a response; your application will be regarded as incomplete and will not proceed.

If you identify as a person with disability and require adjustments throughout the recruitment and selection process, please contact the Recruitment Team via email at jobs@rockingham.wa.gov.au or phone 08 9528 0333. We're happy to discuss options to assist you e.g. we can provide alternate formats for application forms, or alternate methods of applying.

Employment Conditions

Locations	Aqua Jetty, 87 Warnbro Sound Avenue, Warnbro
Agreement	City of Rockingham Industrial Agreement 2024, or its successor
Gross Salary	\$68,818 per annum (pro-rata), which equates to \$34.82 per hour
Tenure	Temporary, Part Time (minimum 10 hours per week)
Hours of Work	As per business requirements – hours will be scheduled Monday to Sunday (including Public Holidays) at a range of different times.
Superannuation	12% with the option to co-contribute up to a maximum of 5%
Annual Leave	Four weeks (pro-rata) per annum
Sick Leave	76 hours (pro-rata) per annum, accrued on a monthly basis
Long Service Leave	13 weeks of long service leave after 10 years of continuous local government service, transferable between all Local Government Authorities in Western Australia
Probationary Period	Three months; may be extended to six months
Integrity assessments that form part of our recruitment process	<p>If your application progresses beyond interview you will be required to:</p> <ul style="list-style-type: none">• Provide referee details so we can conduct reference checks; at least one referee must be a current or immediate past supervisor or manager. We do not contact your referees until you give us consent to do so.• Obtain a National Police Check – this is an online process and you will be contacted by our provider. The cost of the check is paid by the City. A prior conviction is not an automatic barrier to employment with the City. The Human Resource Development team and Director will assess each case on merit and give approval for the recruitment process to continue, or not.• Participate in a medical assessment (including a drug and alcohol screen); the cost of this will be met by the City.

Position Description



Title:	Customer Service Officer
Tenure:	Temporary, Part time
Division:	Community Development
Level:	2 Industrial Agreement General Classification

While primarily based at a specified facility, the employee may be required to work across other City sport and leisure facilities including the Aqua Jetty, Baldivis Indoor Sport Complex, Mike Barnett Sports Centre, Rockingham Aquatic Centre, and Warnbro Community Recreation Centre

RESPECT – our Values Statements

Recognition – We encourage positive feedback, recognising and celebrating each other's contribution and achievements, no matter how small

Ethics – We know the difference between right and wrong, and recognise the importance of honesty and ethical behaviour

Service – We always aim to deliver excellent service to our customers, stakeholders and fellow staff

Professional Development – We commit to learning and training activities that assist our personal and professional development, and create pathways for promotion within the organisation

Empowerment – We make considered and informed decisions supported by training, encouragement and being able to learn from our experiences

Communication – We expect to be kept informed about important issues and we commit to always listening, asking questions and sharing information

Teamwork – We work together both within and across teams, help out whenever we can, and understand that it's not just about 'our team'



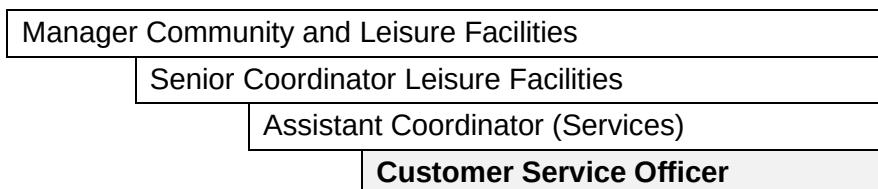
Position Objective

- Assist in the operation of the front reception desk and merchandise shop in accordance with facility operating procedures
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Organisational Relationships

Reporting to:	Customer Service Team Leader
Responsible for:	Nil
Membership of:	Community and Leisure Facilities Team
Liaison with:	City of Rockingham teams, patrons and stakeholders of the City's leisure facilities

Organisational Chart



Key Responsibilities

- Assist the Assistant Coordinator (Services) in the operation of the front reception desk and merchandise shop
- Ensure all appropriate reporting requirements are met and procedures are followed
- Ensure all policies and work instructions are followed to ensure optimal efficiency, excellent customer service and minimising disruption to patrons
- Opening/closing of facility in accordance with operational, security and safety procedures
- Assist in the administration of programs delivered within the facility
- Maintain a sound knowledge of the facilities' services and programs
- Ensure daily administrative functions are completed as required

Customer Service

- Foster, advocate and implement the City's Customer Service Commitment
- Through the delivery of outstanding service, establish a reputation of customer service excellence throughout the organisation

Corporate Compliance

- Maintain safe and compliant work practices in accordance with the City's Code of Conduct, Work Health and Safety (WHS) legislation, Risk Management, Procurement and Recordkeeping Frameworks and all other relevant Council policies, standards and procedures
- Follow all standard/safe operating procedures for the work area, in a manner that is consistent with the WHS Roles and Responsibilities Framework

General

- Foster, advocate and implement the City's RESPECT Values Statements
- Perform other duties as directed when appropriate to the scope and level of this position

Requirements of the Job

Skills, Knowledge and Experience

Essential

- Knowledge of facility operations and programs
- Intermediate computer skills including Microsoft Office and Facility Management Software (point of sale)
- Commitment to high levels of customer service
- Strong verbal and written communication skills
- The ability to gain the cooperation and assistance of others
- The ability to manage time, plan and organise own work
- The ability to assist others in performing work by providing motivation, guidance and direction
- Previous experience in a customer service role
- Previous experience in sales and administration

Qualifications, Certifications and Licences

Essential

- Current Provide First Aid and CPR Certificate

Desirable

- Current Working with Children Check
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Scope of Position

The Customer Service Officer:

- Works under the general direction of the Customer Service Team Leader
 - Prioritises own work to ensure all tasks are performed within a satisfactory timeframe
 - Exercises initiative and/or judgment within clearly established procedures and guidelines
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Certification

Approved by	Manager Community and Leisure Facilities	Date reviewed	October 2026
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Submitting Your Application

The following information will assist you in preparing your application. All applications are reviewed by a selection panel which determines the candidates who are the strongest overall match to the requirements of the position. The selection panel will base its decision on the information you provide.

Canvassing of elected members will eliminate you from the recruitment process.

Curriculum Vitae or Resume (Required)

This summarises your work history and should start with the most recent or current position. You should include employment dates (months), details of duties, and highlight your achievements in each job.

You should also include your qualifications and training achievements. Be sure to include any study you are currently undertaking and membership of professional bodies.

It is also beneficial to outline any activities you have undertaken outside of work that are relevant to your application.

Selection Criteria (Required)

The selection criteria relevant to this role are specified in the advertisement and you must address these as part of your online application.

If you do not address the selection criteria, your application will be regarded as incomplete and it will not proceed.

Covering Letter (Optional)

You may wish to summarise your application and emphasise your strengths and achievements that are relevant to the role.

Referees

Referees should be contacted for approval before listing them in your curriculum vitae. It is preferable that at least one referee be a current or recent supervisor/manager.

Provide names, work addresses and contact telephone numbers of referees.

Only referees who can comment on your work experience (preferably against the Requirements of the Job) should be included.

Qualifications, Certificates, References, etc.

Please do not send original documents. You may attach photocopies of relevant qualifications, certificates, references, etc. to your application.

If you are the successful candidate, we will need to sight original qualifications and/or verify conferral of the qualification.

Some positions require you to have a current Working with Children Check; this will be stated in the **Requirements of the Job** section of the position description. You must pay for the Check, and the City will not reimburse costs.

If you have any queries

Please contact a member of the Human Resource Development Team.

jobs@rockingham.wa.gov.au or (08) 9528 0333
