

Be the friendly face that helps our community feel welcome, informed and supported when they visit Council's Leisure and Aquatic Centres. Join Central Coast Council and help Rewrite the Future of community recreation through positive, customer-focused service.

- Welcome and support visitors to Council's Leisure and Aquatic Centres.
- Deliver friendly customer service, payments and administration support.
- 1 x temporary part-time position and Casual positions available, working up to 38 hours per week.

About the role

As a Reception Officer, you will provide high quality customer service as the first point of contact at Council's Leisure and Aquatic Centres. You will support centre users in person and over the phone, provide accurate information about facilities, programs and memberships, and assist with entry, enrolments, payments and day-to-day administration.

This role is ideal for someone who enjoys working in a busy customer-facing environment, has strong attention to detail and takes pride in creating a welcoming, safe and positive experience for the community.

To be successful in this role, you will have:

- Extensive experience handling cash, completing reconciliations and operating computerised point of sale equipment.
- Experience working in a fast-paced customer service role with a strong customer-focused approach.
- Knowledge and experience using computerised member, customer management or database systems.
- The ability to communicate effectively with staff and members of the public, both verbally and in writing.
- A positive team approach, with the ability to contribute to shared goals and support a cooperative work environment.
- Flexibility to work across multiple locations and across a spread of hours from 4.45am to 10.00pm, Monday to Sunday.

Offer Details (Part -time)

The commencing salary for this position is up to \$30.84 per hour. Central Coast Council also provides progression opportunities for employees to progress up to the maximum salary of \$35.73 per hour on completion of assessment of skills and/or performance, plus 12% superannuation.

- We have a seasonal temporary position working minimum 25 hours per week up to 38 hours per week until end of March 2027
- This role is located at Wyong Olympic Pool but requires flexibility to work across Council's Leisure and Aquatic Centres.
- This role may require work across multiple locations and a range of shifts to support aquatic operations, programs and customer service needs. Must be available to work shifts Monday to Sunday between 4:45am to 10pm.

Offer Details (Casual)

The commencing salary for this position is \$37.16 per hour including 25% casual loading plus 12% superannuation.

- We have casual positions working up to 38 hours per week
- This role is located at Wyong Olympic Pool but requires flexibility to work across Council's Leisure and Aquatic Centres.
- This role may require work across multiple locations and a range of shifts to support aquatic operations, programs and customer service needs. Must be available to work shifts Monday to Sunday between 4:45am to 10pm.

Want to know more?

The contact person for this role is **Jane Toner, Customer Service and Swim Programs**. You can contact **Jane** on **0418 405 165**.

This position will close for applications at **midnight on Sunday, 20 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 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.



Corporate Values

