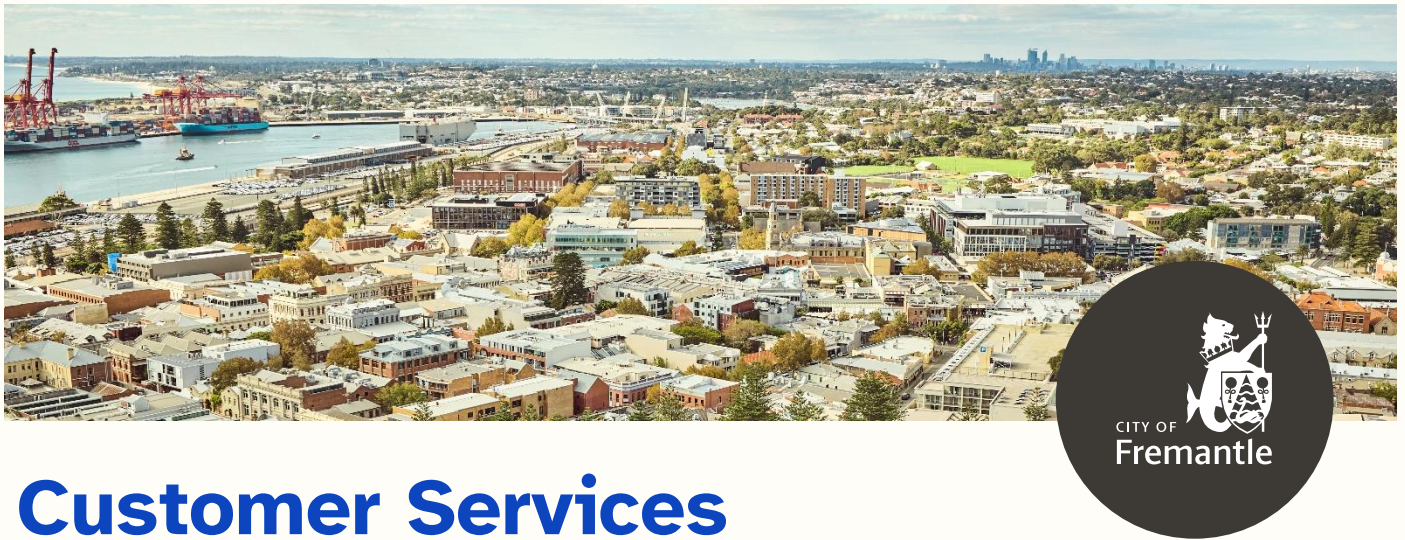




Customer Services Assistant

Casual

Salary \$43.84 per hour + 12% super

Benefits

- **Superannuation co-contribution options**
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Organisational Overview

The City of Fremantle is home to one of WA's most iconic creative hubs Walyalup/Fremantle Arts Centre. **Where** we host a diverse mix of exhibitions, performances, and public programs. When you join our team, you become part of a passionate crew that thrives on innovation, collaboration and delivering inclusive cultural experiences for the community. You'll work in an energetic and supportive environment that values your creative flair, encourages fresh ideas, and gives you the freedom to shape memorable events that reflect Fremantle's rich cultural identity. If you're ready to make a meaningful impact in a city that champions the arts, we want to hear from you.

The Customer Services Assistant will provide efficient customer service for all visitors to Walyalup/Fremantle Arts Centre (FAC). Effectively deliver the front-line functions across WFAC to the highest professional standards within the available resources and in accordance with the City Plan and City of Fremantle Policy and Procedures

Key Responsibilities

- Provide reception and information services to the public
- Provide service excellence to all internal and external shop customers in all areas of its retail operations.
- Monitor and maintain all gallery spaces and exhibitions while open to the general public, ensuring artworks are appropriately engaged with and not damaged, and gallery spaces are clean and tidy.
- Provide support to Learning, Events and other WFAC teams as required

To be considered for this position, you will need

- Experience in a similar or relevant highly customer service-oriented role.
- Excellent interpersonal, oral and written communication skills with proven ability to tailor communications to different audiences.
- Demonstrated administrative, organisational and co-ordination skills.
- Ability to work effectively independently.
- Ability to use Microsoft Office applications, including Word and Excel.
- Experience handling cash, EFTPOS transactions and operating point of sale systems accurately.
- Nationally Coordinated Criminal History Check

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 Sunday August 30** but we reserve the right to close the ad prior to this date.

To discuss this opportunity in more detail please contact **Kate Gregory** at **KATEG@fremantle.wa.gov.au**

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.