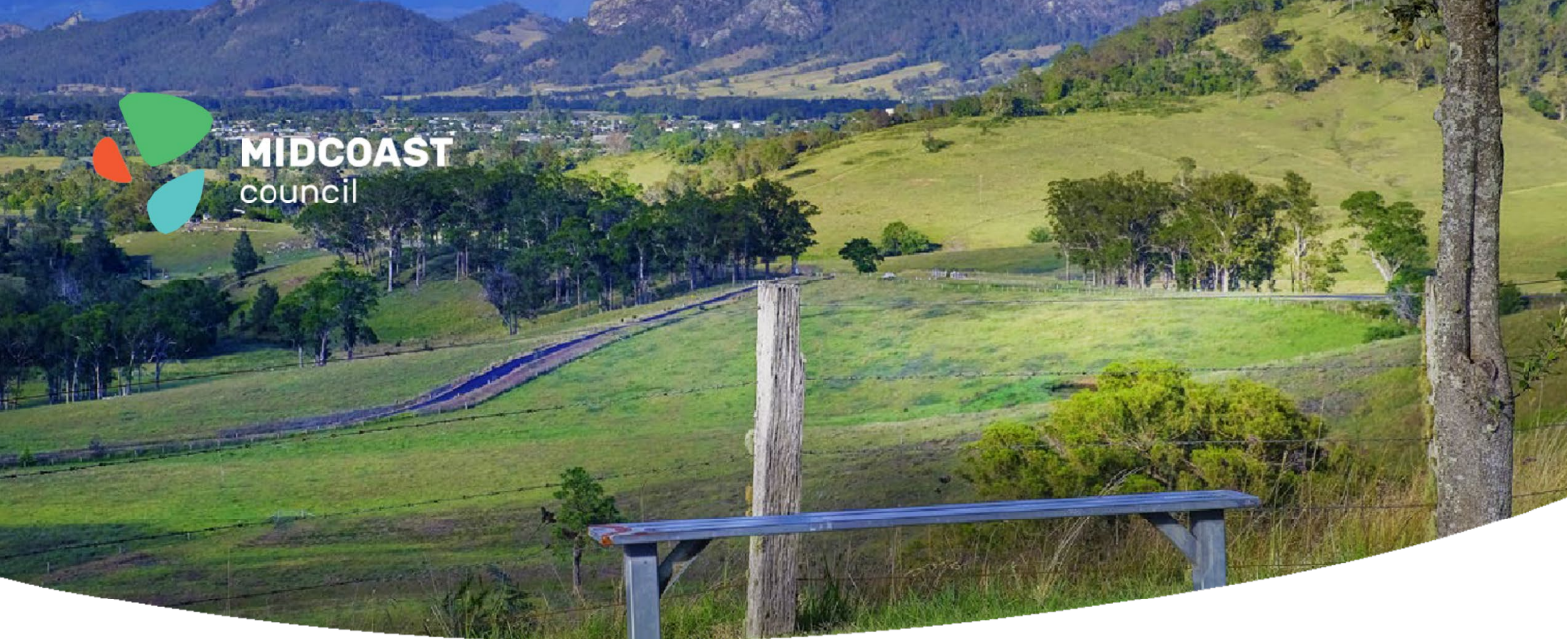




Trainee Customer Service Officer – Aboriginal Identified

Location: MidCoast NSW

The Opportunity

If you are looking for an opportunity to start your career in customer service, this might be the role for you!

Our Customer Service Traineeship is based from our Customer Service and Administration Centre, Yalawanyi Ganya.

In this role, you will be responsible for learning customer service and administration duties that support us to provide a reliable, positive customer experience to the community. A few of the things you'll learn in this role include:

- Managing a large volume of calls in our busy call centre.
- Cash handling and receipting.
- Navigating a range of processes, legislation, and software systems to provide the right information to meet community needs.
- Providing front-facing customer service to community members.

The role requires that you:

- Have a genuine interest and aptitude for working in a customer service role.
- Have a clear motivation and drive to develop your career in customer service.
- Can demonstrate diligence in your past studying and/or work history.
- Identify as an Aboriginal or Torres Strait Island person.

Successful candidates will commence employment on Monday, 1 February 2027.

Through this Traineeship you'll gain a nationally recognised qualification in Certificate III Business Services and the experience you need to create a career pathway in Customer Service and Business.

What we offer

Salary: Salary range \$32,500 to \$55,300 in accordance with the Local Government (State) Award.

Your salary will be determined based on your age, qualifications, and any previous work experience. Superannuation (12%) is additional.

Location: MidCoast Council's Administration and Customer Service Centre on 2 Biripi Way, Taree.

Tenure:

- 1-year fixed term
- Full-time 35 hours per week, Monday to Friday

Closing date: Monday 5 October 2026 at 11.00 pm.

For questions relating to the position please contact Andy Matthews – Senior Customer Service Officer who is the hiring manager for this role. Andy can be reached on (02) 7955 7253 or at andy.matthews@midcoast.nsw.gov.au.

For enquiries regarding the application process contact Loretta Anderson, Human Resources Business Partner who is the HR representative for this role. Loretta can be reached on (02) 7955 7316 or at loretta.anderson@midcoast.nsw.gov.au.

How to apply:

- When responding to the questions below, please include detailed and relevant examples of your skills and experience. Using the STAR method can help you prepare clear and concise responses using real-life examples. For more information regarding the STAR method, [please click on this link](#).
- Please avoid using AI to generate responses to answer the questions in your application.
- You have the option to save your application prior to submitting, however please ensure you don't forget to submit your application before the closing date.
- Click the "NEXT" button at the bottom of the application form to attach your resume. We recommend using Pdf formatting where possible.

- Attaching a Cover Letter is not a requirement of the application process. However, there is an 'optional field' to attach a Cover Letter, if you wish to do so.
- We will be in touch via email.

Our organisation

At MidCoast Council our people are our most important resource and we believe that we can only reach our full potential when you reach yours. This is the place for those who seek to play a role in the community and have an enthusiasm to learn and grow. Here you can make a real difference.

Our community is our customer and is at the centre of everything we do. We value, support and empower our people to deliver positive results for our community.

Right now, we are investing heavily in our organisation, and our people. Our Administration Centre is a state-of-the-art facility designed to inspire innovation, creativity and collaboration. The building has been named 'Yalawanyi Ganya' which means "sitting/meeting place" in the Gathang language of the indigenous people across the MidCoast Region.

About the MidCoast Region

From lakes and estuaries to white sandy beaches to world heritage mountain wilderness, the MidCoast region offers an attractive lifestyle for everyone. Our community is characterised by its welcoming attitude, growing economy and natural beauty. These are the pillars of the quality of life we value.

Our commitment

At MidCoast Council we are committed to providing equal employment opportunities. Our aim is to provide all of our staff with an inclusive, safe and healthy working environment. We never discriminate on the basis of race, religion, national origin, gender identity or expression, sexual orientation, age or marital, veteran or disability status. If you have a disability and need to request any adjustments to assist with the application process, or to discuss workplace adjustments you may require, please contact the HR representative.

Council also recognises the skills and attributes of veterans and welcomes applications from ex-service personnel.

We respectfully ask that recruitment agencies do not contact us at this stage.