

Customer Experience Trainee

Term Contract: 2 Years

Salary \$860.50 per week plus superannuation

Qualification: Certificate IV in Business

Commencing: 1 February 2027

About the opportunity

As a Customer Experience Trainee working in Customer and Business Integrity team, you'll work alongside experienced professionals to help improve how Council understands, supports and delivers services to the community. This unique opportunity combines hands on workplace experience with formal study, giving you exposure to business operations, customer experience, data analysis and organisational improvement.

What You'll Learn

- Business administration and project support.
- Customer experience and customer journey mapping.
- Stakeholder engagement and relationship building.
- Research, data analysis and reporting.
- Continuous improvement and organisational change.
- Project management fundamentals.

What You'll Be Doing

- Supporting customer experience projects.
- Assisting with research and reporting.
- Analysing customer data and insights.
- Creating resources and presentations.
- Contributing to service improvement initiatives.
- Working with teams across Council.

Applications close 11:59pm Sunday 23 August 2026.

Interested?

Contact Kim Rees, Customer Experience Manager, on 02 4227 7088 for questions related to the job or attend a session below which will cover what is involved in the program, expectations, tips on how to apply for the roles and the opportunity to meet your potential supervisor. Please come along and meet our team.

Session 1 (Online)	Session 2 (Face to Face)
When: Tuesday 11 August 2026, 5:30 – 6:30pm	When: 19 August 2026, 5:30 – 6:30 pm
Location: Online Register here	Location: Wollongong Youth Services 85 Burelli St, Wollongong NSW 2500

Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage.

The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation.



1. Why have you applied for this opportunity and what specifically interests you about a career in this field?
2. Tell us about the skills, personal qualities and experiences you would bring to this role. What do you enjoy about working with others and how do you contribute positively as part of a team?
3. This opportunity combines on the job learning with formal study. Tell us about a time you balanced competing commitments such as school, work, sport, family or other activities. How did you manage your time and responsibilities?
4. What is the highest level of education or qualification you have completed? Please include any current study.

Note: Shortlisted applicants will be required to participate in an interview or assessment centre on the 4 September 2026 Please note these is the only date available for the assessment.

We are looking for someone who:

- Completed Year 10 ROSA or equivalent combination of study/work/life experience.
- Is eligible for enrolment in a Certificate IV in Business in 2027.
- Has not previously completed or currently studying a Certificate III or higher in this field and has no more than 6 months experience in a similar role.
- Has strong communication and interpersonal skills, with the ability to interact professionally with a wide range of people
- Is curious, eager to learn and interested in understanding how organisations improve services and customer experience
- Is reliable, self-motivated, and takes ownership of their learning and development.
- Has the appropriate language, literacy, numeracy and digital literacy skills to manage the educational and professional requirements of the traineeship.
- Can seek and accept constructive feedback from others.
- Has a commitment to understanding Work Health and Safety principles.

Learn more about our learning pathways program and the benefits of working at council [HERE](#)

Our learning pathways program provides you with:

- Learning about local government and how we contribute to our community.
- Exciting and meaningful work that has a real impact.
- Regular mentoring with your supervisor to help develop your professional skills.
- A tailored professional development plan to help you succeed and be your best.
- Valuable skills, knowledge and experience.
- Enrolment fees paid by Council.
- Paid time release to attend classes or undertake distance education required for your study.
- Completion of an industry recognised qualification.
- A fun, friendly and supportive work environment!



2025 Winner
AHRI Awards:
Best Employee
Experience
Strategy



2025 Highly Commended
NSW Local Government
Excellence Awards:
Organisational Diversity
& Inclusion



**Veterans
Employment
Program**



Committed
to Carer
Inclusivity

Why you'll love working here

We're values based, and purpose-led

We care about our community and aim to create an extraordinary Wollongong. This is achieved by working toward the goals in the Our Wollongong Our Future Community Strategic Plan 2035. Our work is guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.



Next Steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions. Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.

Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.

Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.

Suitable candidates are subject to relevant employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.

