

KARRATHA is CALLING

Come for a career and stay for a lifestyle!

Customer Service Officer

Wickham Recreation Precinct - Part Time 30.4 hours per fortnight
Base Salary from \$81,016 to \$87,023 per annum pro rata plus super

The City of Karratha is seeking a friendly and customer-focused part-time Customer Service Officer to join the team at the Wickham Recreation Precinct. As the first point of contact for patrons, you'll play an important role in delivering exceptional customer service, supporting recreation programs and facility bookings, and assisting with the smooth day-to-day operation of the centre. This is a varied and hands-on part-time opportunity that offers the flexibility to balance work and lifestyle while engaging with the local community and supporting a range of recreation and leisure activities.

What You'll Be Doing?

- Provide a high standard of customer service to patrons, community groups and visitors both in person and over the phone.
- Process bookings, payments and receipts while maintaining accurate records and cash handling procedures.
- Assist with the promotion, coordination and delivery of recreation programs and facility services.
- Provide administrative support including data entry, correspondence and preparation of promotional materials.
- Help maintain the facility by undertaking basic checks, reporting maintenance issues and assisting with centre operations.

What We're Looking For

- Experience in a customer service and/or administrative role, ideally within a recreation, leisure or community-focused environment.
- Strong communication and interpersonal skills with the ability to engage positively with a diverse range of customers.
- Sound organisational skills, attention to detail and the ability to manage multiple tasks in a busy environment.
- Experience using Microsoft Office applications and handling cash transactions accurately and securely.
- Current First Aid Certificate, Working with Children Check, C Class Driver's Licence and National Police Clearance, with availability to work evenings and weekends.

Why Join Us?

- 6 weeks annual leave and 13% superannuation (pro rata)
- Allowances of up to \$26,188 per annum (pro rata)
- Enjoy your own Free individual membership to our recreation centres and pool facilities, and access \$500 of Salary Sacrifice arrangements
- Employee Assistance Program (EAP) for confidential wellbeing support