

INFORMATION PACKAGE



Customer Service Officer – Part Time Port MacDonnell Community Complex

Position Number 12.70.4/231



Southern Limestone Coast Council

The Southern Limestone Coast Council is the southernmost local government area in South Australia, situated on the State's southeast coastline. It is bounded to the south and southwest by the Southern Ocean, the Victorian Border to the east, and the Wattle Range Council to the north and northwest. The Council encircles the local government area of the City of Mount Gambier.

The Council is predominantly rural with a number of townships, it serves a population of 8,270 and covers an area of 190,477 hectares. Dairying, beef and sheep production, wool, seed and grain production and horticulture are the predominant agricultural activities across the district. The Port MacDonnell rock lobster industry, forestry production and the related industries of logging and milling are also significant factors in the economy of the area.

Position Details:

Customer Service Officer

The Port MacDonnell Community Complex is a multi-purpose Council facility and valued community hub serving residents and visitors across the district. Open seven days a week, the

Complex brings together a range of services and activities, including customer service, library and visitor information services, community programs, events, exhibitions and meeting spaces.

As a Customer Service Officer, you will play a key role in the day-to-day operation of the Complex, helping to create a welcoming and positive experience for residents and visitors while supporting community connection and engagement.

Status: Part Time – 23.5 hours per fortnight

Hours of Work: The preferred days of work for this part-time position are every Monday and every second Saturday and Sunday. However, Council welcomes applications from candidates who are available to work Mondays and at least one weekend shift per fortnight.

Generally, weekday hours are 9:00am to 5:00pm with ½ hour lunch break, and weekend hours are 10:45am to 3:00pm.

Opportunities for additional hours may be available during peak periods and during periods of employee leave.

Community Complex staff play a vital role in delivering high-quality service throughout the year, particularly during busy periods such as school holidays, Easter and Christmas. To support the needs of the community and visitors during these peak times, leave requests are carefully managed and some flexibility to work additional hours will be required.

Salary: Level 2, Year 1 \$79,675 to Year 4 \$83,695 FTE
Conditions of employment are as per Council's Enterprise Bargaining Agreement.

Probationary: 6-month probationary period from date of commencement.

Reports to: Community Development Coordinator

Training: To support the acquiring of knowledge and understanding of the systems, processes, and workings of the Community Complex, training will be provided on commencement.

Commencement: December 2026

Uniform: The Council's Enterprise Agreement provides for a contribution towards Corporate Wardrobe.

Please contact Emma Telford, Community Development Coordinator on 8738 3000 if you have any questions about the position.

Application:

Please read the position description and prepare an application which includes a clear, concise and relevant covering letter, an up-to-date resume, and document addressing the selection criteria.

Your application will include three components:

1. A covering letter

Your covering letter will include:

- The position name and position number you are applying for.
- A summary of skills, experience, qualifications, accomplishments that demonstrate suitability to the role, and
- Your availability to work the preferred days and any additional shifts or hours that may be available during peak periods and periods of employee leave.

2. Selection Criteria

Evidence on how you meet the selection criteria in the table below.

<i>Essential</i>
<ul style="list-style-type: none">• Relevant qualification and/or demonstrated experience in customer service, administration, library services, tourism, community services or a related field.
<ul style="list-style-type: none">• Excellent customer service, communication and interpersonal skills.
<ul style="list-style-type: none">• Experience providing administrative support, maintaining accurate records and using business systems and procedures.
<ul style="list-style-type: none">• Well-developed digital literacy skills, including proficiency in computer software, business systems and online platforms.
<ul style="list-style-type: none">• Experience in processing transactions, bookings and customer enquiries.
<ul style="list-style-type: none">• Knowledge of local tourist attractions and visitor experiences within the Council area

3. Your Resume

- Name, address and contact details
- Education and training
- Employment history
- Relevant volunteer work or community involvement
- Two referees, including their name, position and current daytime contact numbers

Please email your application to:

vacancies@slcc.sa.gov.au

Applications close at 5pm Monday 16th November 2026

Work Health and Safety

To promote and encourage Work Health and Safety, Council is committed to a safe and healthy work environment, achieved through the promotion and development of safer and healthier work practices and conditions.

Fitness for Duties

Please be aware that shortlisted applicants may be asked to undertake a health assessment and other screening processes appropriate to the role to substantiate capacity to carry out the inherent requirements of the position and identify any reasonable modifications required to fulfil the functions of the role.

We hope that this information assists you and we look forward to receiving your application.

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Web www.slcc.sa.gov.au



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