

Employment Information Package

Customer Liaison Officer

Position number: POS1065

Enquiries:

Name: Mark Jeffrey

Position: Coordinator Administration and Customer Service

Phone: 03 6323 3636

Email: info@launcestonaquatic.com.au

Application closing date: 3:00PM, WEDNESDAY, 22 OCTOBER 2025

📍 Town Hall
18-28 St John Street
Launceston TAS 7250

✉ PO Box 396
Launceston
TAS 7250

☎ 03 6323 3000
@ contactus@launceston.tas.gov.au
🌐 launceston.tas.gov.au

 **City of
LAUNCESTON**

Contents

About the City of Launceston	3
City of Launceston Organisational Structure	4
Organisational Values	5
Information for Applicants	6
Recruitment Steps	7
General Conditions of Employment	8
Position Description	9



Address applications to:

Senior Leader People and Culture
City of Launceston
PO Box 396
LAUNCESTON TAS 7250

Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.



About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

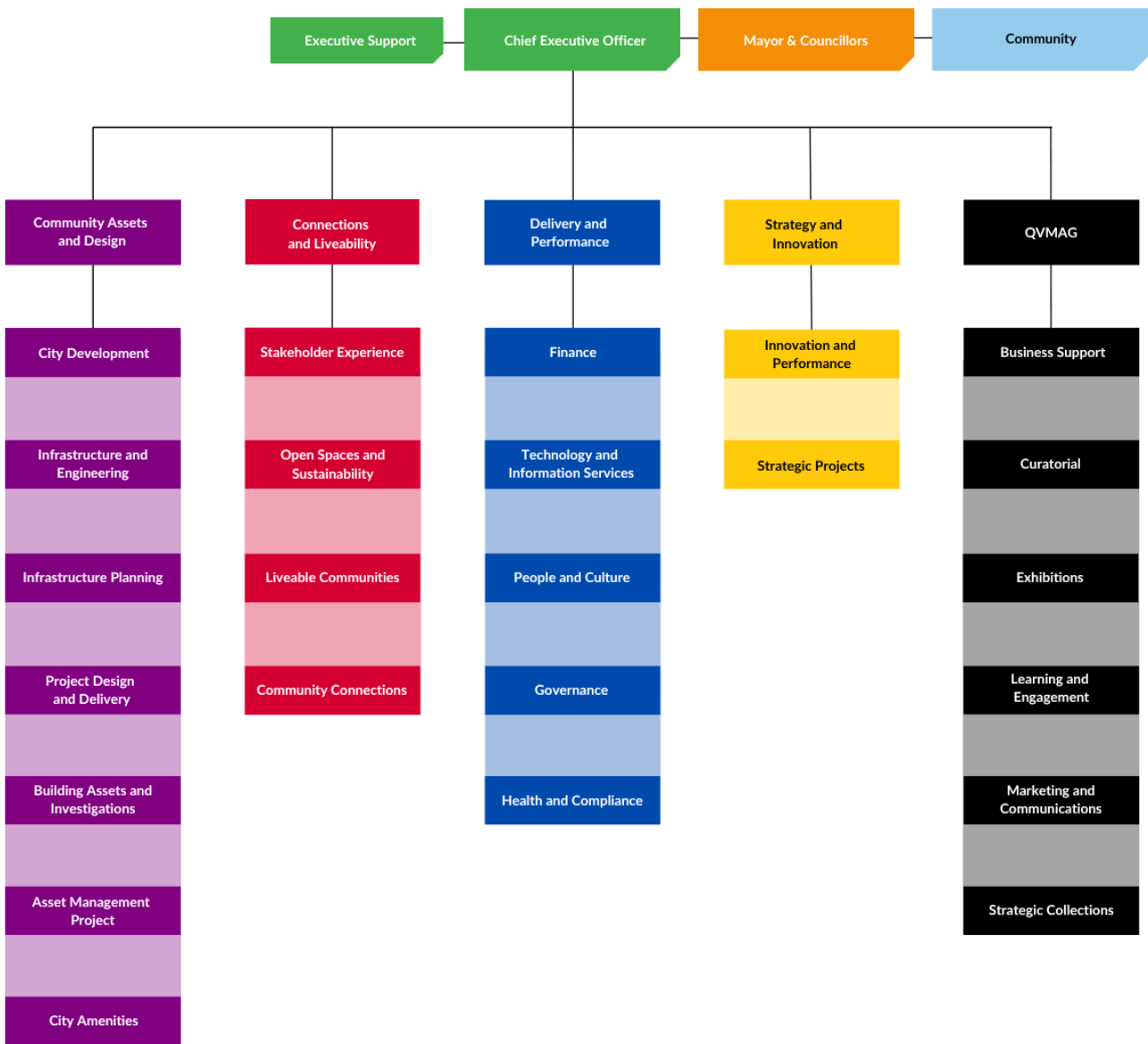
Click [here](#) to view City of Launceston's strategic and annual reporting.

The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

Employee benefits offered by the City of Launceston include:

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Leisure & Aquatic Centre.
- Discounts at the QVMAG Gift Shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application, please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

At the City of Launceston, diversity isn't just something we celebrate — it's key to our success.

The most welcoming and innovative workplaces thrive because of diverse perspectives, backgrounds and experiences. That's why we welcome people of all identities, abilities, and cultures to be part of our team.

Even if you don't think you tick every box, we encourage you to have a go at telling us about yourself by addressing the selection criteria and apply. We're committed to creating an inclusive, flexible and supportive environment where everyone has the opportunity to succeed and contribute to something bigger — our community.

Join us and help shape a city that reflects the diversity, energy and potential of the people we serve.

The City of Launceston is committed to providing a safe, inclusive, and respectful environment for children and young people. We expect all employees to uphold our Child and Youth Safe Policy, act in accordance with relevant legislation, and contribute to a culture of safety, wellbeing, and accountability.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. Application received

2. Shortlisting

- Shortlisted applicants will be contacted by telephone or email to arrange an interview.
- Unsuccessful candidates will be advised by email.

3. Interview

4. Pre-Employment Checks:

- Reference Check
- Police Check
- Medical Assessment
- Drug and Alcohol screening

All costs covered by City of Launceston

5. Suitability determination and preferred candidate identified

6. Letter of Offer



General conditions of employment

Position title	Customer Liaison Officer
Employment terms	Casual
Working pattern	7 days a week - morning, day and night shifts
Total remuneration	\$35.2540 casual hourly rate (includes 25% casual loading)
Superannuation	Employer contribution of 12.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

PF NUMBER:		POS NUMBER:	POS1065
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POSITION TITLE:	Customer Liaison Officer
AWARD CLASSIFICATION:	As per EA
EMPLOYEE:	Vacant
TEAM:	Launceston Leisure & Aquatic Centre
NETWORK:	Business Enterprises
REPORTS TO:	Mark Jeffrey
PREPARED BY:	Mark Jeffrey
DATE:	23/06/2023

APPROVED BY:	
NAME:	Justin Dale
POSITION:	Senior Leader Community Connections
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)
<p>The position will deliver a high level of customer service to all customers and groups in a professional, friendly and timely manner including:</p> <ul style="list-style-type: none">• It will provide information and advisory services in person and by phone across the broad range of facility activities that the Leisure & Aquatic Centre• Admit customers into facility• Provide cashiering, reception, retail sales, bookings, administration and accept deliveries.

City of Launceston is a values-based organisation, which means that we employ people who share and display Our Values

OUR VALUES



Our people matter

- we value clear and open communication
- we support and encourage each other
- we respect diversity
- we recognise individual needs, experience and strengths



We care about our community

- we take pride in our work and pursue a standard of excellence
- we genuinely listen, and value collaborative relationships
- we strive towards the best outcome for our community
- we make responsible and sustainable decisions



We bring an open mind

- we actively seek opportunities to continuously improve
- we respect and explore different ideas and perspectives
- we embrace change that leads to positive outcomes
- we value innovation and creativity



We go home safe and well

- we show care for people and look out for one another
- we speak up and support others to be healthy and safe
- we take personal responsibility for our own health and wellbeing
- we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across other teams. Support delivery of the Team's strategic and annual plan actions. Work with other teams as relevant to technical role accountabilities.	Actively participating in team meetings/tool box meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across teams
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
Technical		
Administration and cash handling	Greeting customers and identifying nature of visit/payment to be made. Processing payments through the P.O.S. and eftpos Balancing cash and non-cash payments on a daily basis Check all member's payments and, where non-payment of fees, provide relevant feedback to Senior Customer Liaison Officer Provide Administration support to Senior Customer Liaison Officer and Coordinators	Data input accurately Members details are up to date and correct No balancing errors
Retail and Miscellaneous	Fit and sell merchandise and follow procedures Organising retail displays Maintaining the presentation of front foyer and customer liaison centre	Foyer and retail shop clean and tidy at all times Stock levels maintained

Accountabilities	Activities/Tasks include:	Success looks like ...
	Monitoring merchandise and stationery supplies and advise of ordering	
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	<p>Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures</p> <p>While at work, a worker must –</p> <p>(a) take reasonable care for his or her own health and safety; and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and</p> <p>(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</p> <p>(Section 28 Work Health & Safety Act 2012)</p>	
Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

WORKING WITH VULNERABLE PEOPLE CHECK

	Yes/No
Working with Vulnerable People Check required?	Yes
If yes, include in Selection Criteria table below	

SELECTION CRITERIA

POSITION REQUIREMENTS/COMPETENCIES

Organisational

- Community Focussed: considers community/customers in decision making
- Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others
- Create and Innovate: displays initiative & considers different ideas and perspectives
- Safety Focussed: takes responsibility for own and team's health, well-being and self-care

Position Specific

- Demonstrated ability in providing excellent customer service
- Excellent communication and interpersonal skills

<ul style="list-style-type: none"> Proven ability to work in a team environment or independently Broad Availability, including weekends, early mornings & late nights
QUALIFICATIONS AND EXPERIENCE
<ul style="list-style-type: none"> Highly desirable experience in retail sales Highly desirable experience with Links or relevant P.O.S. system/s Basic computer skills Workplace First Aid Level 2

REPORTING STRUCTURE	
Leader	Supervisor Customer Service
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
All staff at all levels	Effective working relationships to encourage the sharing of information and updating of facility activities
External	Nature of Relationships
Customers/Patrons	Provision of excellent customer service
Suppliers and Contractors	Interaction and induction

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$0

Confidentiality

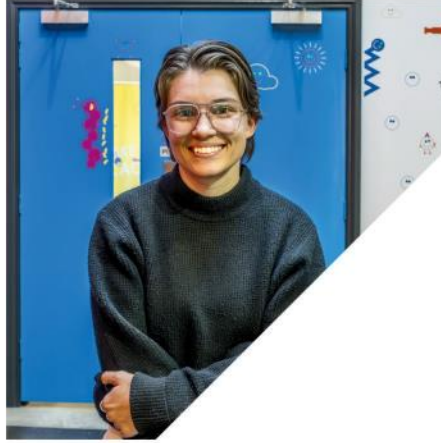
Employees are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
<p>Expectations of a City of Launceston employee:</p> <ul style="list-style-type: none">• Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;• Seeks feedback broadly and asks others for help with own development areas; and• Translates feedback into an opportunity to develop.



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