

Job Opportunity

Customer Service Officer (Casual Pool)

Employment status	Contract/temp
Career level	Entry level (less than 2 years experience)
Classification	ASU Level 2
Employment category	Customer service
Department	Corporate Services
Location	Mallala Principal Officer and Two Wells Service Centre
Applications close	11:59pm, 28 October 2026

About this role

We are seeking enthusiastic and customer focused individuals to join our Customer Service Officer casual pool, providing essential support to our team during periods of leave and staff shortages.

Working between our Mallala and Two Wells Offices, our customer service team reports to the Manager Customer Experience and are the first point of contact for our community. You will deliver professional, friendly and efficient customer service across a diverse range of enquiries, transactions and administrative functions, building positive relationships and contributing to a high-quality customer experience.

This is an excellent opportunity for flexible and motivated individuals who enjoy working with people, are adaptable and thrive in a busy, customer focused environment. The role offers the opportunity to develop skills and knowledge in local government while gaining valuable experience across a range of customer service and administrative functions.

Applications will be retained in the casual pool for up to 24 months, with opportunities for casual work offered as operational needs arise.

Responsibilities include:

As the first point of contact for residents, businesses and visitors:

- Deliver high quality, professional and reliable customer service, both in person and over the phone, to ensure a positive community experience.
- Respond to a diverse range of customer enquiries, resolving matters at the first point of contact wherever possible, or directing customers to the appropriate information, service or team.

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- Undertake cashiering duties on behalf of Council by accurately receiving and receipting payments, balancing the cash drawer and completing daily banking reports in accordance with Council's procedures.
- Prepare Council property searches, assist customers with online animal registrations and undertake a range of general administrative duties as required.
- Maintain accurate and up to date records and ensure customer interactions are documented and coordinated effectively.
- Develop a general understanding of Council's strategic vision and values and contribute to achieving organisational goals.

Who we are looking for:

The successful applicant will demonstrate the following:

- Demonstrated experience in customer service and/or administrative role.
- Flexibility and reliability, with the ability to respond to casual work opportunities as required.
- Commitment to providing professional, friendly and responsive customer service.
- Strong communication and interpersonal skills, with the ability to obtain and provide accurate information.
- Effective time management and organisational skills, with the ability to prioritise tasks and work both independently and collaboratively as part of a team.
- Current National Police Clearance (or willing to obtain).
- Current Working with Children Check (or willing to obtain).
- Valid and unrestricted working rights in Australia.

Embrace the future, join our dynamic team

How to apply

To apply, please submit your resume and cover letter addressing the job and person specification and outlining your suitability for the role. Applications should be marked to the attention of Kirsty Baldwin-Smith, People and Culture Manager, via the below email address by **11:59pm on Wednesday, 28 October 2026**. Applications will be regarded strictly in confidence.



info@apc.sa.gov.au

For further information and a copy of the job and person specification, please visit www.apc.sa.gov.au. To discuss the role in confidence, please contact **Amy Fagan, Manager Customer Experience**, on 08 8527 0200.

Working at Adelaide Plains Council

We provide great support and great service for our great community.

2028 vision

Adelaide Plains is a thriving proactive community with an enviable lifestyle, emerging economy, and remarkable landscapes.

Our core values

 Honesty and Integrity	 Innovative and Open-minded	 Leadership and Diplomacy	 Professionalism	 Respect	 Teamwork
Building trust and loyalty with the community and within Council.	Being proactive in continually improving our services.	By acting strategically and effectively managing our relationships.	Through commitment, quality and timeliness of work delivered.	For others, acting with humility and empathy.	Through unity, cooperation and support.

Benefits of joining our team

Adelaide Plains Council provides excellent working conditions, including flexible working arrangements and access to many employee support programs and health benefits, to support its employees. The salary will reflect the successful candidate's knowledge and experience.

- Family Friendly
- Flexible working arrangements/ hybrid
- Growth Council, opportunity for career progression
- Professional development opportunities
- Income protection
- Superannuation
- Rostered days off (RDO) (FTE only)
- Paid Parental Leave
- Study Leave
- Annual Corporate Health Program
- Employee Assistance Program
- Rewards and recognition