

Jessica Bennett

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Suzanne Dyer

HR & Staff Engagement Manager
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Wednesday 22nd February

To Suzanne,

I am applying for the Customer Service Officer role at Perth City Council because I believe I have the engagement skills, experience and passion to provide the highest quality service to your customers and patrons.

In the past five years I have worked with small, large, government and corporate organisations, which has given me a profound knowledge of varying customer needs and queries. In every role I have been scrupulous about learning the details and prices of products and services on offer, and I always felt confident in my ability to relay this information succinctly to customers.

While working as an Inbound Customer Engagement Representative at Australia's top employment service The Daily Employer, I was awarded the Customer Champion Award for resolving 1000 phone queries in a single month with 100% positive feedback. While only a junior staff member, I also often assisted in training and supporting new staff, a credit to my extensive knowledge and capacity to disseminate key information.

I understand that your organisation services the needs of a diverse local community, and I believe that having experience across several industries and with four distinct employers will be of great help in this role.

Thank you for taking the time to read my application, and please do not hesitate to contact me should you have questions or need additional information.

Best,
Jessica