

## Digital Service Representative Traineeship – (Taree) Services NSW

**Date posted**  
March 31, 2026

**Industry**  
Trade –

**Closing date**  
02.04.2026

### Description



**Job Location**  
Taree

**Employment Type**  
Full-time



**Service  
NSW**

### Digital Service Representative Traineeship

#### What you'll do –

Whilst studying a Certificate III Business – Customer Engagement working with Service NSW over 12 months, you'll have the opportunity to work on:

- Providing and delivering services in a timely, accurate and efficient manner, consistent with Service NSW vision, mission and values
- Undertaking administrative work to support the provision of service delivery as required
- Persuading, assisting and educating customers to transact online using relevant technology
- Making effective use of records, information and knowledge management functions and systems
- Referring customers to the appropriate channels of service by understanding a variety of policies and procedures
- Carrying out other duties that are within the limits of trainee skills, competence and ability as required

Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply.

#### What we're looking for –

- Ability to provide high quality customer service in a fast-paced environment
- Excellent verbal and written communication and interpersonal skills
- Commitment to full term of the traineeship and study requirements
- Intermediate experience using technology (computers/telephones/software packages)

- Strong time management with ability to prioritise duties and multitask
- Confidence to handle challenging situations and resolve enquires in a calm and focused manner
- Flexible and adaptable during times of change to contribute to the team's strategic goals
- Be committed to your formal and 'on the job' training
- Have a can-do attitude and be an enthusiastic learner

#### **Must-haves –**

- Willingness to undertake and successfully pass a National Police Check

#### **Why Zeal Futures?**

We do more than just get you a job. We employ you and back you the whole way – with training, mentoring, guidance, support and real career opportunities. Real income, real skills.

Perks include:

- Nationally recognised training
- Access to coaching, training & support
- Discounts on Health & Wellbeing services
- Counselling and ongoing mentoring
- Opportunities to rotate across employers for further exposure.

#### **About Service NSW**

Service NSW is an award-winning NSW government initiative delivering improved one-stop services for government customers. Service NSW has been shaped by our customers – who want easier and more online access to government services and a single point of contact.

Service NSW delivers more than 800 transactions – including driver licences, birth certificates, Seniors Cards and Fair Trading licences through one digital service, one phone number and a network of one-stop shops.

#### **Contacts**

##### **What's next?**

After submitting your online application, you may be invited to complete online testing, interviews, and pre-employment medicals. We'll also contact your references if you progress through these recruitment stages. Please be sure to check your emails (including your junk folder) and respond to missed phone calls, voicemail messages and text messages.

Questions? Contact Kaitlin Milsom on [0407 962 167](tel:0407962167).

To apply please click on the link:

<https://www.seek.com.au/job/91028956?ref=search-standalone&type=standard&origin=jobTitle#sol=252592f1a00443960c33cccedcc80ab5d8e16444>