

‘How to’ Guide for Applying for Mackay Regional Council Vacancies via Careers (eRecruit)

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CAREERS AT MACKAY REGIONAL COUNCIL

Thank you for your interest in employment opportunities with Mackay Regional Council (MRC). All applications for vacant positions must be submitted via our [Careers \(eRecruit\)](#) website, using this 'How To' guide to assist you.

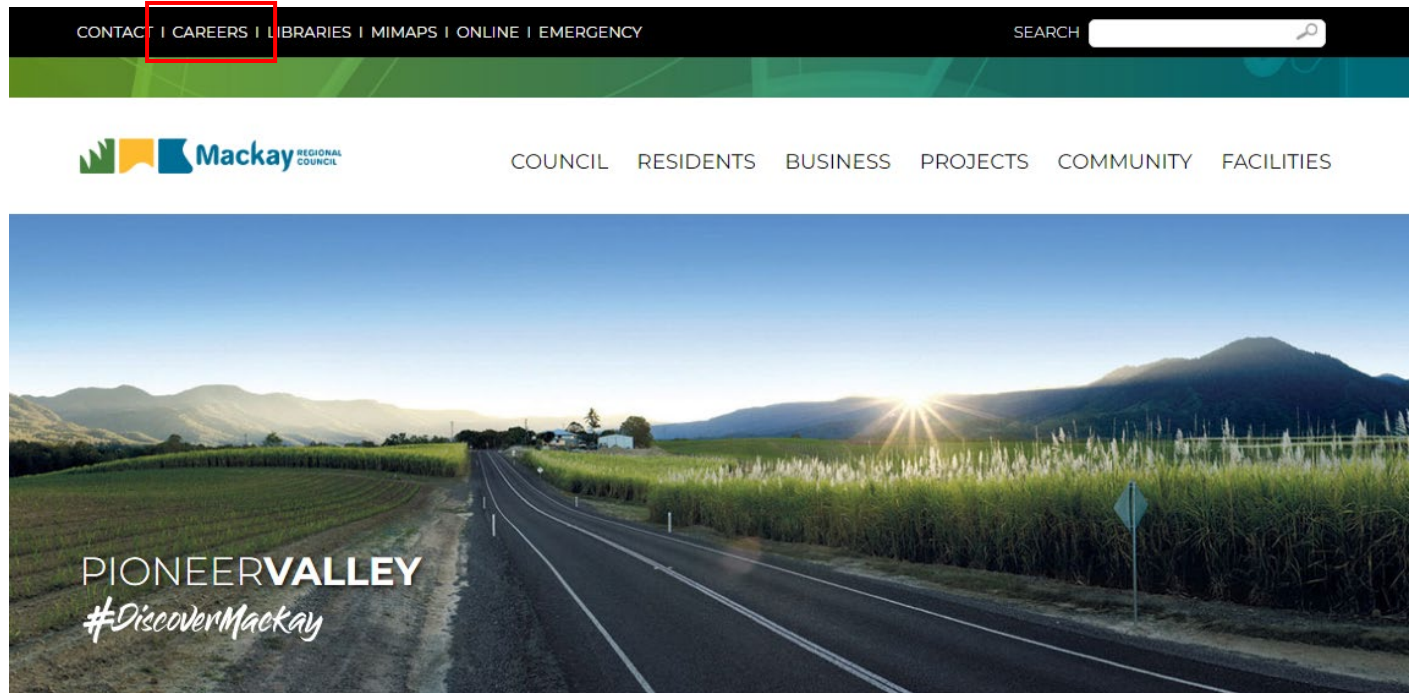
Applications submitted via email, fax, post or in person will not be accepted.

For information about careers at MRC, any of our current vacancies or the job application process; please peruse the [Careers at Council](#) information on our website, where you will also find a [Frequently Asked Questions \(FAQ\)](#) page. Alternatively, you may phone 1300 MACKAY (1300 622 529) and ask to speak with one of our friendly Recruitment Officers.

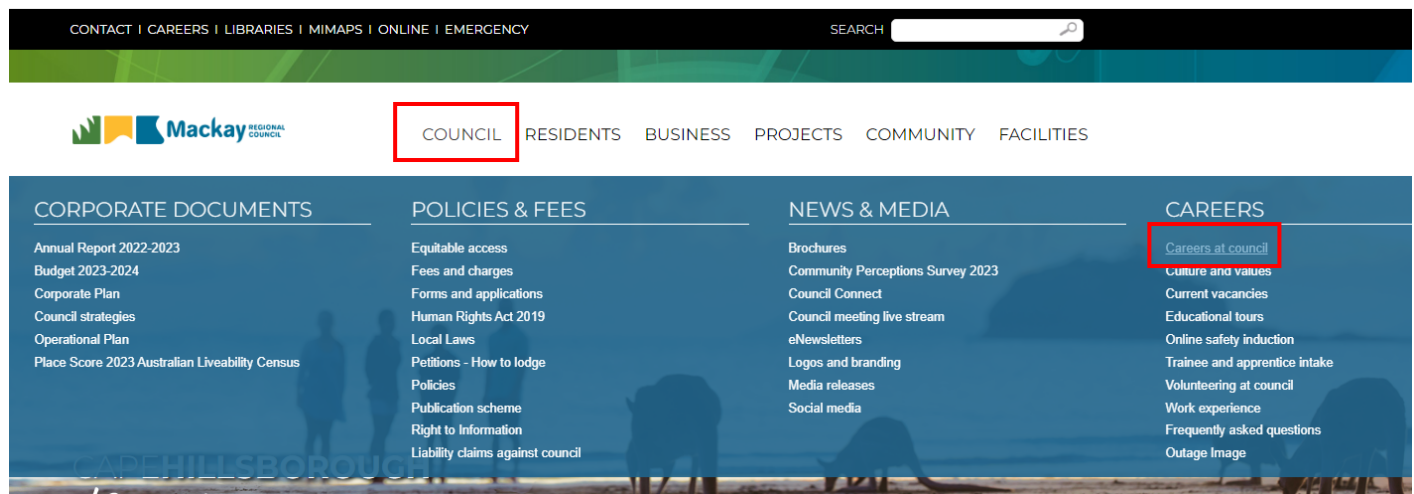
VIEWING CURRENT VACANCIES

Vacancies available for the public to apply for are advertised on MRC's [Careers \(eRecruit\)](#) website.

To access, visit www.mackay.qld.gov.au and click **Careers** at the top of the home page.



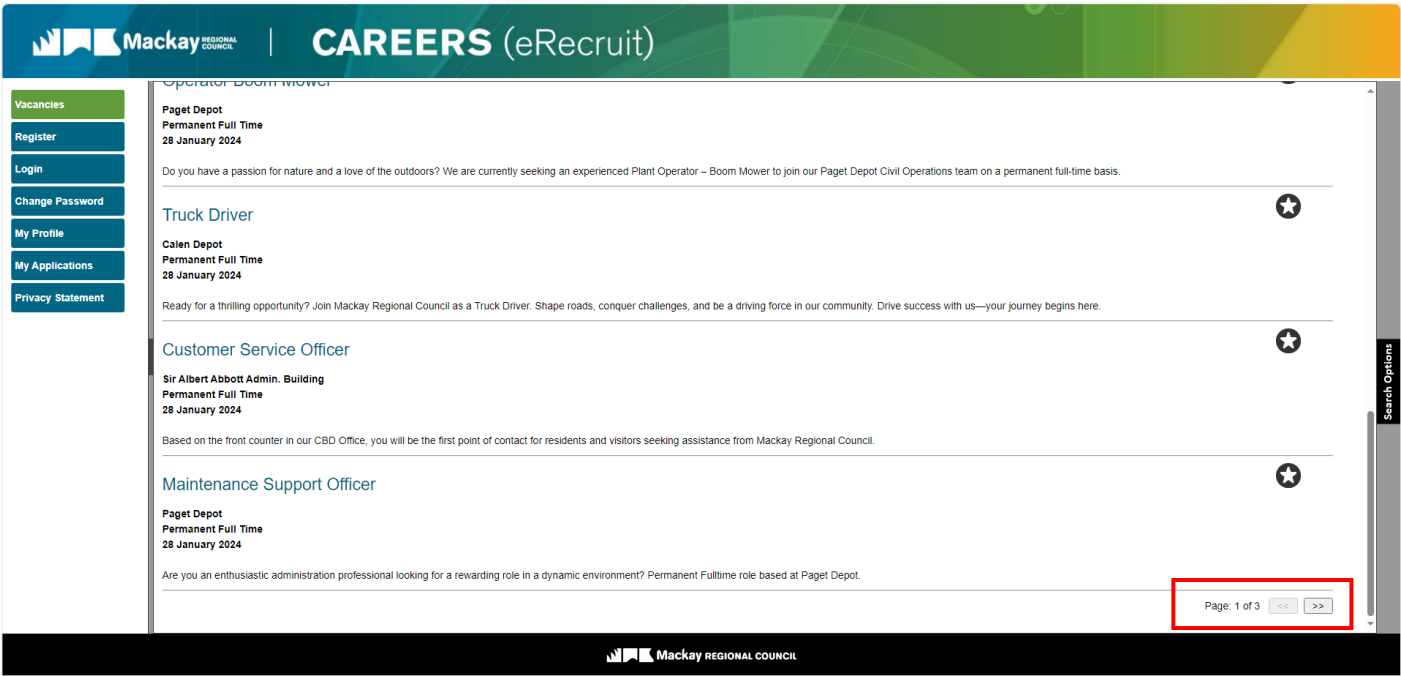
Alternatively, hover over **Council**, select **Careers at Council** and on the following page, click **Current Vacancies** from the left menu.



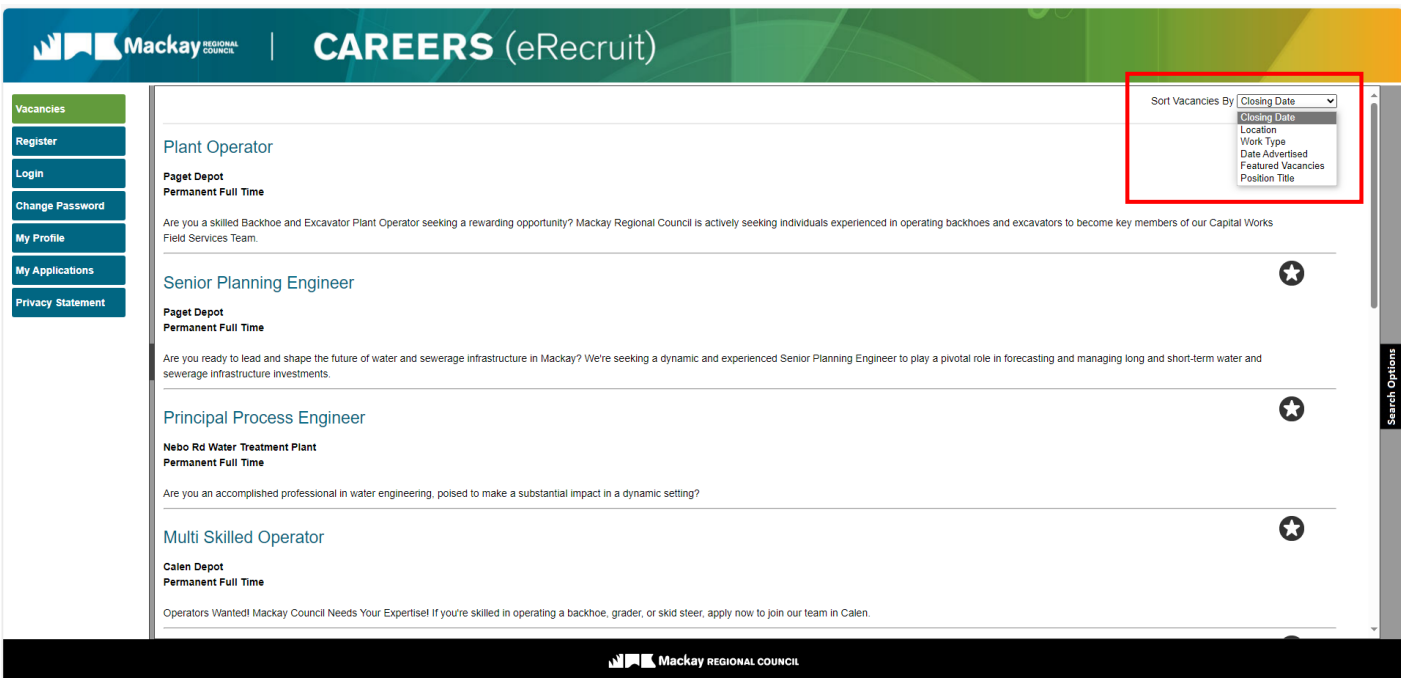
Once the Careers (eRecruit) website has opened, you will see a list of our current job vacancies available for you to apply for.

Scroll to the bottom of the list to be presented with the Next Page buttons (if applicable), where you will find more vacancies on subsequent pages (if applicable).

If you would like to know more about a vacancy, such as (but not limited to) the position description, the jobs benefits/overview, you may click on the vacancy title.



You may use the **Sort Vacancies By** function to change the order in which the vacancies display in the list.



You may also use the **Search Options** function to narrow your search.

Vacancies

Register

Login

Change Password

My Profile

My Applications

Privacy Statement

Sort Vacancies By Closing Date

Plant Operator

Paget Depot
Permanent Full Time

Are you a skilled Backhoe and Excavator Plant Operator seeking a rewarding opportunity? Mackay Regional Council is actively seeking individuals experienced in operating backhoes and excavators to become key members of our Capital Works Field Services Team.

Senior Planning Engineer

Paget Depot
Permanent Full Time

Are you ready to lead and shape the future of water and sewerage infrastructure in Mackay? We're seeking a dynamic and experienced Senior Planning Engineer to play a pivotal role in forecasting and managing long and short-term water and sewerage infrastructure investments.

Principal Process Engineer

Nebo Rd Water Treatment Plant
Permanent Full Time

Are you an accomplished professional in water engineering, poised to make a substantial impact in a dynamic setting?

Multi Skilled Operator

Calen Depot
Permanent Full Time

Operators Wanted! Mackay Council Needs Your Expertise! If you're skilled in operating a backhoe, grader, or skid steer, apply now to join our team in Calen.

Search Options

If you would like to know more about a vacancy, such as (but not limited to) the position description, the jobs benefits/overview, you may click on the vacancy title.

Vacancies

Register

Login

Change Password

My Profile

My Applications

Privacy Statement

Operator Boom Mower

Paget Depot
Permanent Full Time
28 January 2024

Do you have a passion for nature and a love of the outdoors? We are currently seeking an experienced Plant Operator – Boom Mower to join our Paget Depot Civil Operations team on a permanent full-time basis.

Truck Driver

Calen Depot
Permanent Full Time
28 January 2024

Ready for a thrilling opportunity? Join Mackay Regional Council as a Truck Driver. Shape roads, conquer challenges, and be a driving force in our community. Drive success with us—your journey begins here.

Customer Service Officer

Sir Albert Abbott Admin. Building
Permanent Full Time
28 January 2024

Based on the front counter in our CBD Office, you will be the first point of contact for residents and visitors seeking assistance from Mackay Regional Council.

Maintenance Support Officer

Paget Depot
Permanent Full Time
28 January 2024

Are you an enthusiastic administration professional looking for a rewarding role in a dynamic environment? Permanent Fulltime role based at Paget Depot.

Page: 1 of 3

You will now see further information about the vacancy, such as (but not limited to) – Employment Status, Work Location, Job Advert, Salary.

Vacancies

Register

Login

Change Password

My Profile

My Applications

Privacy Statement

Customer Service Officer

Reference # 6036

Mackay Regional Council

Mackay Regional Council is a dynamic and progressive local government organisation dedicated to serving the community of Mackay. We are committed to creating a vibrant and sustainable region that enhances the quality of life for our residents.

The Role

Based on the front counter in our CBD Office, you will be the first point of contact for residents and visitors seeking assistance from Mackay Regional Council. Your primary responsibility will be to provide exceptional customer service when addressing inquiries in person and via our Call Centre.

Key Responsibilities:

- Greet and assist visitors at the front counter with a friendly and professional demeanour.
- Handle inquiries and provide accurate information about council services, programs, and procedures.
- Process payments for council services and manage related administrative tasks.
- Collaborate with other departments to ensure timely resolution of customer issues.
- Maintain accurate records of customer interactions and transactions.
- Assist with calls in our high volume call centre as required.

To be successful in this role, you will have:

- Qualifications in Business, Business Administration or related fields
- Strong communication and interpersonal skills.
- Proficient in computer applications and office software.
- Ability to handle multiple tasks and prioritise effectively.
- Knowledge of local government services is an advantage.
- The ability to display tact, discretion, and integrity in dealing with confidential and sensitive information
- Previous experience in customer service role and or call centre experience would be an advantage.

Mackay Regional Council provides competitive remuneration packages including attractive salary, hours, employee benefits and training and development opportunities.

In return for your valued contribution, you will be rewarded with:

- Base annual salary from \$74,750 + allowances as applicable
- Up to 18% superannuation (conditions apply)

Location: Sir Albert Abbott Admin. Building

Work Type: Permanent Full Time

Sector: Call Centre & Customer Service

Sub sector: Enquiries

Contact: Recruitment

Phone: 1300 MACKAY

Email:

[Our Recruitment Process](#)

[Download Attachments](#)

The full position description can be downloaded and viewed by clicking on the **Download Attachments** button and then clicking on **View** on the popup window.

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Reference # 6036

Location: Sir Albert Abbott Admin. Building

Work Type: Permanent Full Time

Sector: Call Centre & Customer Service

Sub sector: Enquiries

Contact: Recruitment

Phone: 1300 MACKAY

Email:

[Our Recruitment Process](#)

[Download Attachments](#)

Show Attachments - Work - Microsoft Edge

https://vacancies.mackay.qld.gov.au/MRC_ER/S...

Attachments

PD - Customer Service Officer Level 3

View

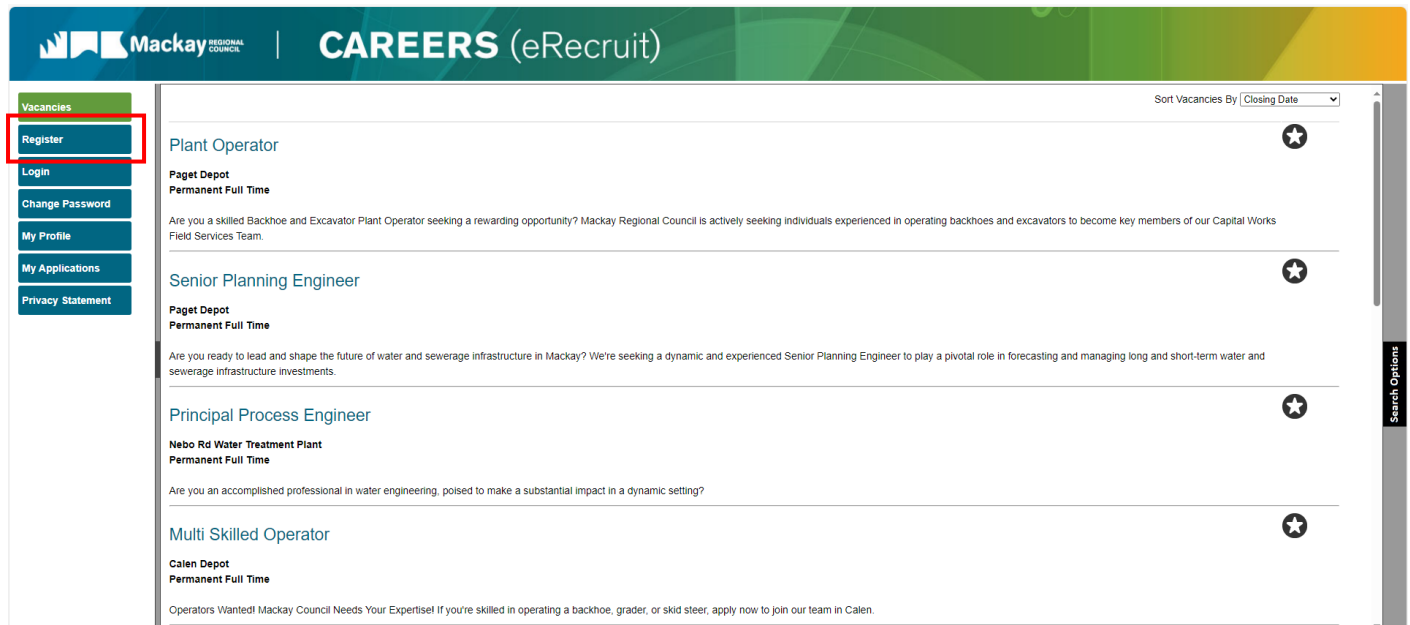
Go Back

Before applying for a vacancy via the Careers (eRecruit) website, you will need to create an account. For information on how to do this, please refer to the [Creating a Careers \(eRecruit\) Account](#) section within this guide.

If you have previously created an account, please refer to the [Logging into a Careers \(eRecruit\) Account](#) section within this guide.

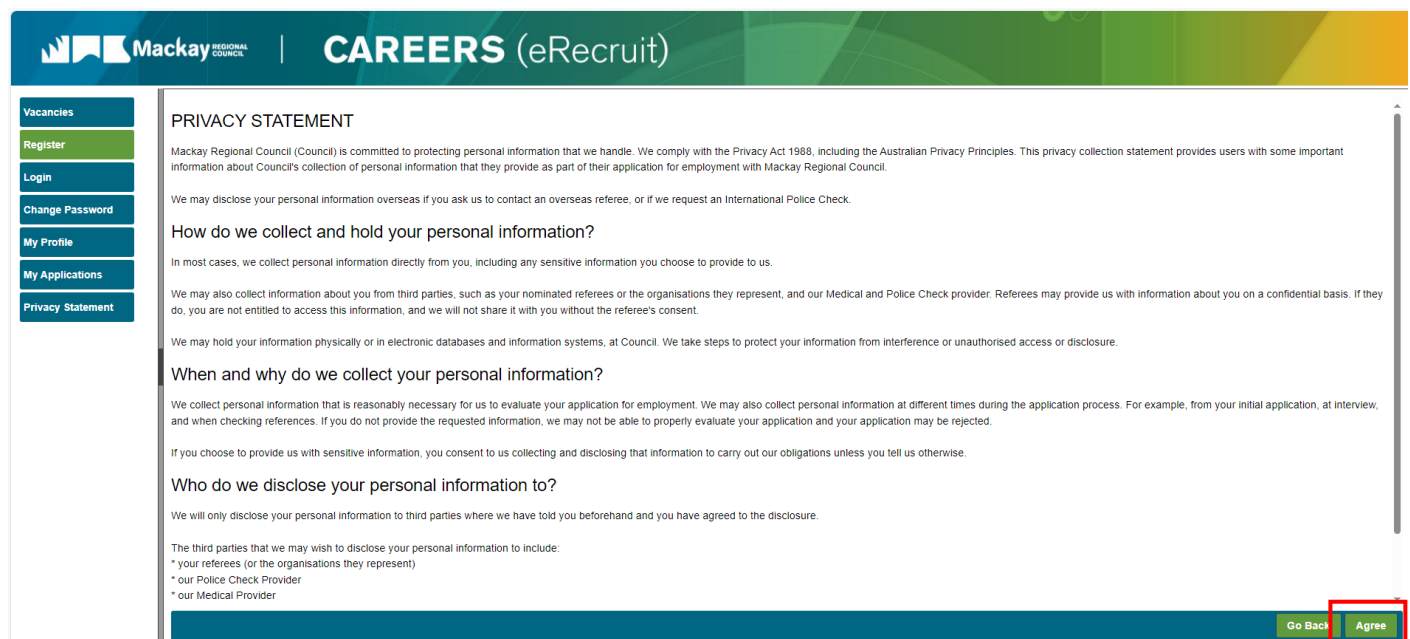
CREATING A CAREERS (ERECRUIT) ACCOUNT

To create a Careers (eRecruit) account; click **Register**.



Read the **Privacy Statement** presented to you. To create an account, you must accept the terms outlined within this statement and click **Agree**.

Should you wish to view the privacy statement at a later date, after you've created your account; you may do so at any time by clicking on Privacy Statement on the left menu.



Enter the information required on the registration form and click **Submit**.

If you are presented with errors after clicking Submit, please rectify the issues advised and try again.

Important Notes –

- If you have previously registered using the email address provided; you will not be able to create another account using it. Please refer to the [Forgotten Password](#) section within this document to reset your password and login.
- Please ensure the email address you enter on the registration screen is accurately typed, as this will become your login ID and any status updates for your application will also be sent here via email.

The screenshot shows the registration form for the Mackay Regional Council CAREERS (eRecruit) system. On the left is a sidebar with navigation links: Vacancies, Register, Login, Change Password, My Profile, My Applications, and Privacy Statement. The main form area contains fields for Email Address, Confirm Email, Title, First Name, Surname, Password, and Confirm Password. A red box highlights the registration fields, and another red box highlights the 'Go Back' and 'Submit' buttons at the bottom right.

Vacancies	Email Address *	joebloggs@hotmail.com
Register	Confirm Email *	joebloggs@hotmail.com
Login	Title *	Mr
Change Password	First Name *	Joe
My Profile	Surname *	Bloggs
My Applications	Password *
Privacy Statement	Confirm Password *

Go Back Submit

Once registered, you will receive a confirmation email to the address registered and you may proceed with submitted your application.

LOGGING INTO A CAREERS (ERECRUIT) ACCOUNT

To log into Careers (eRecruit) after creating an account; click **Login**.

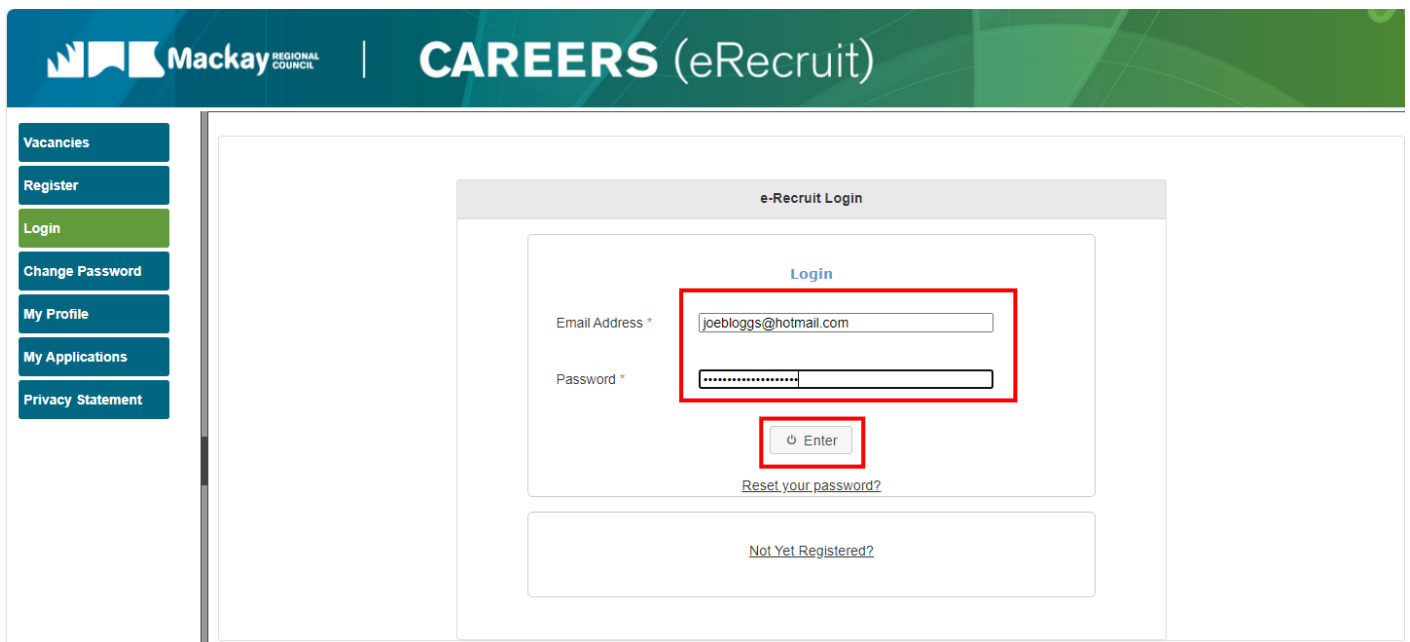
The screenshot shows the login page of the Mackay Regional Council CAREERS (eRecruit) system. The left sidebar has the 'Login' button highlighted with a red box. The main content area displays a list of job vacancies, each with a star icon for bookmarking. The vacancies listed are Plant Operator, Senior Planning Engineer, Principal Process Engineer, and Multi Skilled Operator.

Sort Vacancies By Closing Date

Plant Operator	★
Senior Planning Engineer	★
Principal Process Engineer	★
Multi Skilled Operator	★

Enter the **email address** and **password** used when creating your account and click **Enter**.

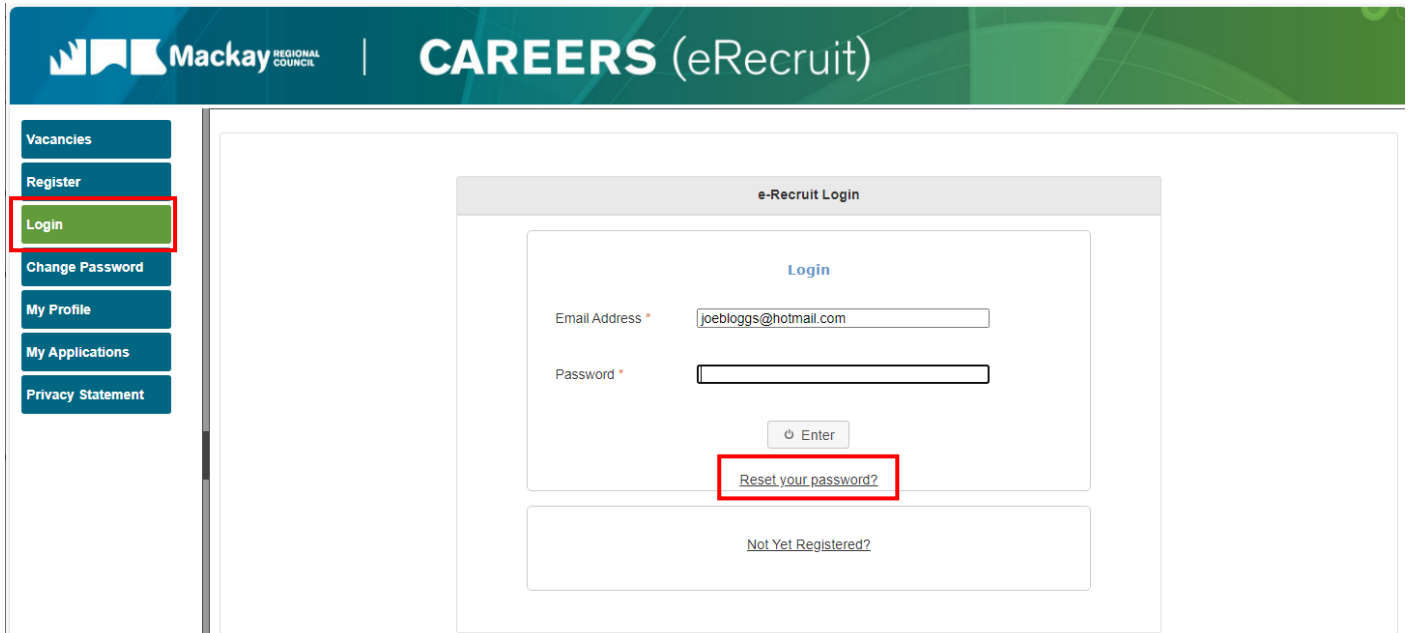
If you've forgotten your password, refer to the [Resetting Your Forgotten Password](#) section within this document to reset it.



The screenshot shows the Mackay Regional Council CAREERS (eRecruit) website. On the left is a vertical menu with buttons: Vacancies, Register, Login, Change Password, My Profile, My Applications, and Privacy Statement. The 'Login' button is highlighted in green. The main content area displays the 'e-Recruit Login' form. This form has a title 'Login' and two input fields: 'Email Address *' containing 'joebloggs@hotmail.com' and 'Password *' with masked characters. A red rectangle highlights both input fields. Below the password field is a button labeled 'Enter' with a circular arrow icon, also highlighted with a red rectangle. Underneath the button are two links: 'Reset your password?' and 'Not Yet Registered?'.

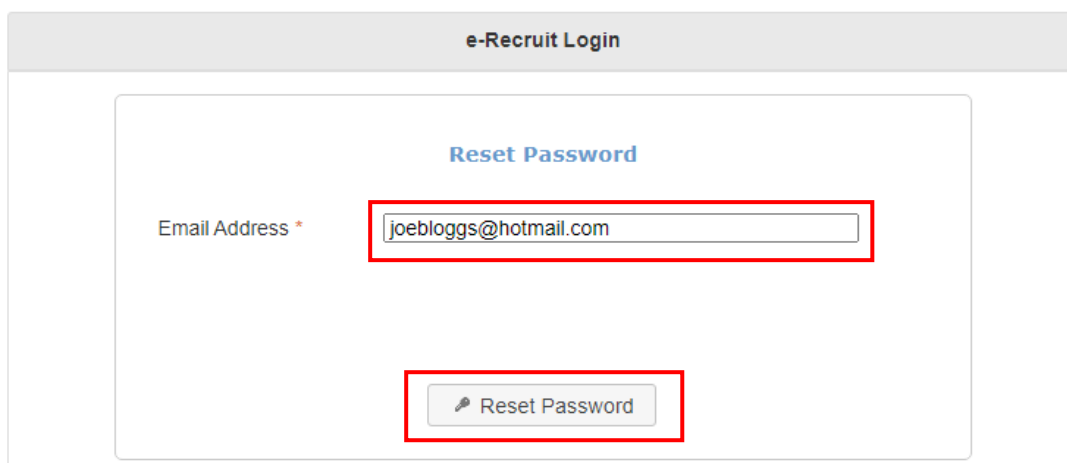
RESETTING YOUR FORGOTTEN PASSWORD

To reset your password if you've forgotten it; click **Login** from the left menu or click **Reset Your Password**.



This screenshot shows the same Mackay Regional Council CAREERS (eRecruit) website. In the left-hand menu, the 'Login' button is highlighted with a red rectangle. In the main 'e-Recruit Login' form, the 'Email Address' field contains 'joebloggs@hotmail.com' and the 'Password' field is empty. The 'Enter' button is visible. A red rectangle highlights the 'Reset your password?' link located directly below the 'Enter' button. The 'Not Yet Registered?' link remains at the bottom of the form.

Enter the email address used to create your Careers (eRecruit) account and click **Reset Password**.

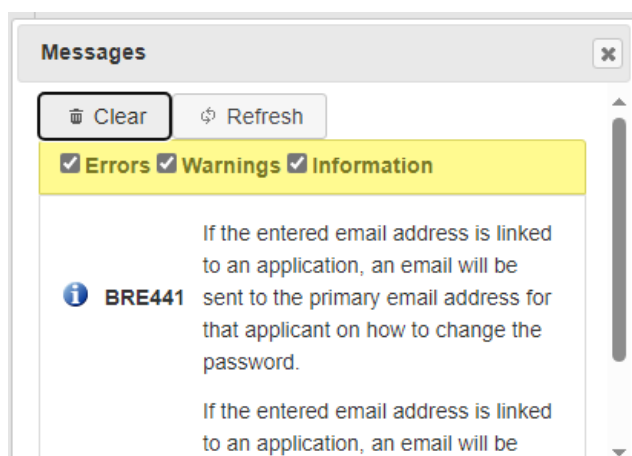


The screenshot shows the 'e-Recruit Login' page. In the center, there is a 'Reset Password' section. It contains a label 'Email Address *' followed by a text input field containing 'joebloggs@hotmail.com'. Below the input field is a button labeled 'Reset Password'. Both the input field and the button are highlighted with red rectangular boxes.

The below pop up will appear, advising that if there is an account registered using the email address provided; you will receive an email containing instructions and a link to reset your password.

Important Notes –

- the link contained within the abovementioned email will automatically expire after 90 minutes of being sent. Please check your junk mail folder of your inbox before clicking the Reset Password button again.
- If you do not receive the email containing the link to reset your password within 1 hour, this may indicate that there is no active Careers (eRecruit) account for the email address provided. Try registering the email address for a new account. If you're prompted with an error advising that an account already exists, please refer to the [Having Issues?](#) section within this document to contact one of our friendly Recruitment Officers for assistance.

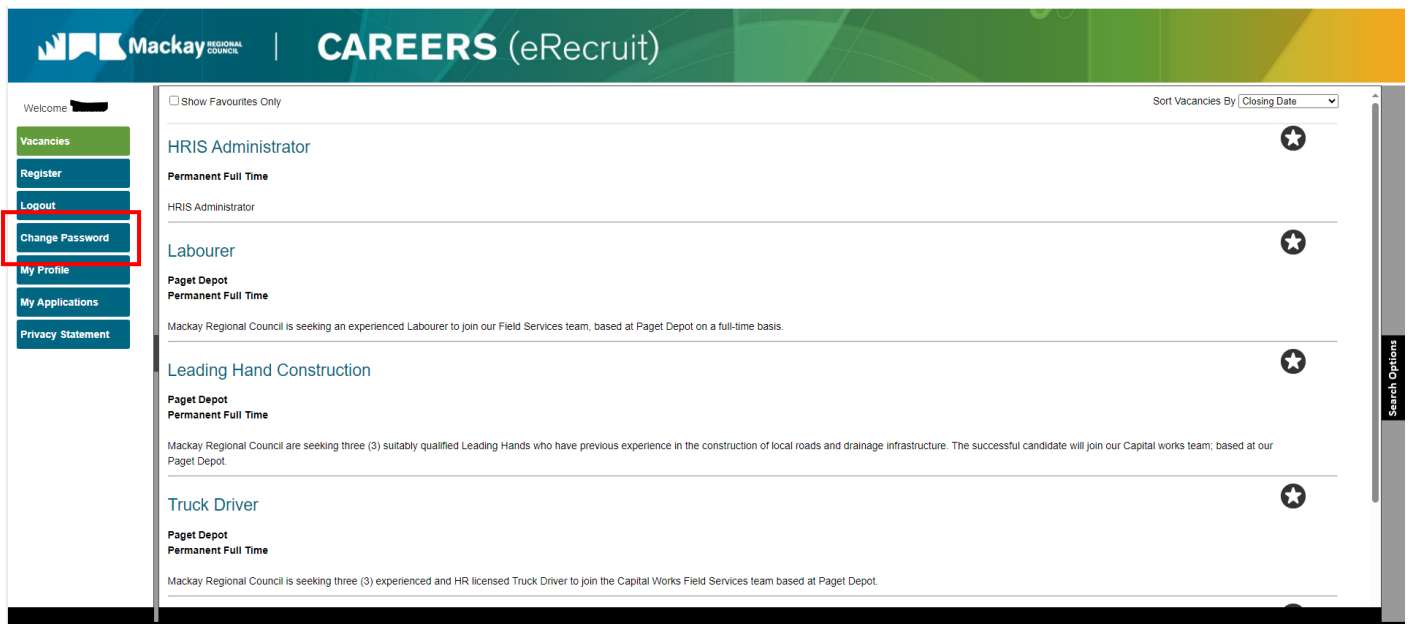


Follow the prompts within the email to reset your password.

Each time your password is reset, you will receive an automatic system generated email notifying you of this. Should you ever receive one of these emails and you have not recently changed your Careers (eRecruit) password, please urgently change your password as this may indicate that an unauthorised person has accessed your account.

CHANGING YOUR PASSWORD

To change your password while logged into your account; click **Change Password**.



Enter the required information and click **Submit**.

The image shows a password change form with four input fields: 'Email Address' (containing 'email@text.com'), 'Old Password *', 'Password *', and 'Confirm Password *'. At the bottom right of the form, there are two buttons: 'Go Back' and 'Submit'. The 'Submit' button is highlighted with a red rectangular box.

Each time your password is reset, you will receive an automatic system generated email notifying you of this. Should you ever receive one of these emails and you have not recently changed your Careers (eRecruit) password, please urgently change your password as this may indicate that an unauthorised person has accessed your account.

APPLYING FOR A VACANCY

Before applying for a vacancy, please ensure your cover letter and resume have been updated and are ready to attach.

Documents must be saved as either a Microsoft Word document (.docx or .doc) or an Adobe PDF (.pdf) file type, as well as having a file size of less than 2MB per document.

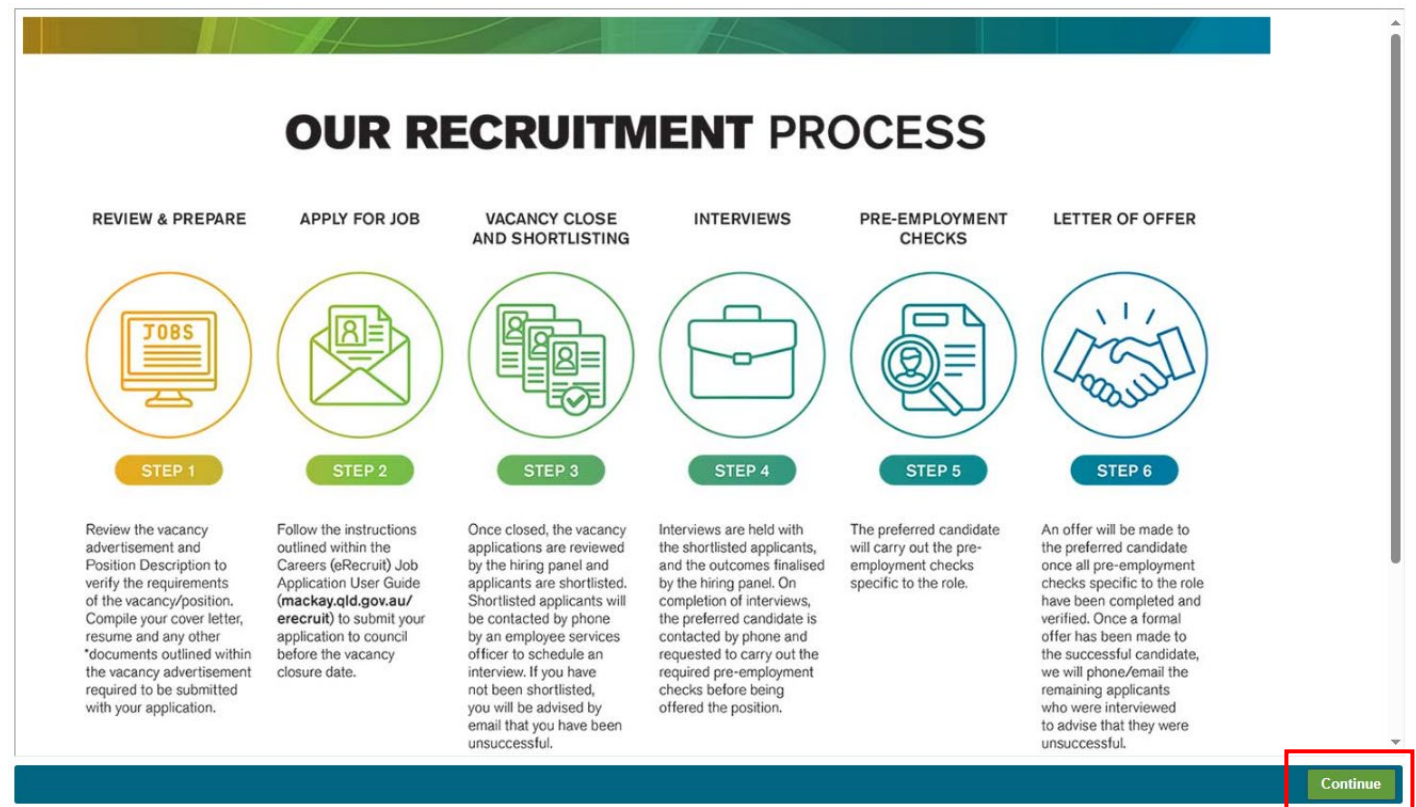
When your documentation is ready, open the vacancy you wish to apply for and click Apply for Job.

The screenshot shows the Mackay Regional Council CAREERS (eRecruit) website. On the left is a navigation menu with links: Vacancies, Register, Login, Change Password, My Profile, My Applications, and Privacy Statement. The main content area displays a job vacancy for Mackay Regional Council. The job title is 'The Role' and the description states: 'Based on the front counter in our CBD Office, you will be the first point of contact for residents and visitors seeking assistance from Mackay Regional Council. Your primary responsibility will be to provide exceptional customer service when addressing inquiries in person and via our Call Centre.' The 'Key Responsibilities' list includes: Greet and assist visitors with a friendly and professional demeanour; Handle inquiries and provide accurate information about council services, programs, and procedures; Process payments for council services and manage related administrative tasks; Collaborate with other departments to ensure timely resolution of customer issues; Maintain accurate records of customer interactions and transactions; Assist with calls in our high volume call centre as required. The 'To be successful in this role, you will have:' section lists: Qualifications in Business, Business Administration or related fields; Strong communication and interpersonal skills; Proficient in computer applications and office software; Ability to handle multiple tasks and prioritise effectively; Knowledge of local government services is an advantage; The ability to display tact, discretion, and integrity in dealing with confidential and sensitive information; Previous experience in customer service role and or call centre experience would be an advantage. The 'Mackay Regional Council provides competitive remuneration packages including attractive salary, hours, employee benefits and training and development opportunities.' The 'In return for your valued contribution, you will be rewarded with:' section lists: Base annual salary from \$74,750 + allowances as applicable; Up to 18% superannuation (conditions apply). On the right side, there is a sidebar with job details: Location: Sir Albert Abbott Admin. Building; Work Type: Permanent Full Time; Sector: Call Centre & Customer Service; Sub sector: Enquiries; Contact: Recruitment; Phone: 1300 MACKAY; Email: [redacted]. Below this, there are links for 'Our Recruitment Process' and 'Download Attachments'. At the bottom right, there are two buttons: 'Go Back' and 'Apply for Job', with the 'Apply for Job' button highlighted by a red rectangle.

If prompted to log in, enter your Careers (eRecruit) account details and log in. If you have not yet created an account, please refer to the [Creating a Careers \(eRecruit\) Account](#) section within this document.

The screenshot shows the e-Recruit Login page. The page has a header 'e-Recruit Login'. Below the header is a 'Login' section. It contains two input fields: 'Email Address *' with the value 'joebloggs@hotmail.com' and 'Password *' with a masked password. Below the password field is a button labeled 'Enter'. At the bottom of the login section is a link that says 'Reset your password?'.

Once logged into your account, an overview of our recruitment process will display. Review this before clicking **Continue**.



The following page is the vacancy application form that is required to be completed as part of your application. If you have previously applied for a vacancy using the same account, some of the information will be pre-filled for you.

Each section must be reviewed and updated/completed, following the instructions within each section.

You may use the **Edit** on each section to update/complete it.

Customer Service Officer

Please enter your details into the form below.
Click on 'edit' to change or add information to each section.

Your Details * Edit

Please enter the below information relating to your personal details. Although not all fields are marked mandatory, we recommend you complete all of them to assist our Recruitment Team to identify you appropriately. Responses will not be used in the assessment of your application.

Title *	<input type="text" value="Mr"/>
Legal Surname *	<input type="text" value="Bloggs"/>
Legal First Name *	<input type="text" value="Joe"/>
Legal Second Name	<input type="text"/>
Preferred First Name	<input type="text" value="Joe"/>
Birth Date	<input type="text" value="1 August 1979"/>
Gender	<input type="text" value="Male"/>
Email Address *	<input type="text" value="joebloggs@hotmail.com"/>
Mobile	<input type="text" value="0412345678"/>

You may then use the **Save** button to save the changes made or the **Cancel** button to discard the changes made.

Customer Service Officer

Please enter your details into the form below.
Click on 'edit' to change or add information to each section.

Your Details *

Save

Cancel

Please enter the below information relating to your personal details. Although not all fields are marked mandatory, we recommend you complete all of them to assist our Recruitment Team to identify you appropriately. Responses will not be used in the assessment of your application.

Title *

Mr

Legal Surname *

Bloggs

Legal First Name *

Joe

Legal Second Name

Preferred First Name

Joe

Birth Date

1 August 1979

Gender

Male

Email Address *

joebloggs@hotmail.com

Mobile

If at any time, you need to pause your application and continue it at a later time, ensure you've saved any sections you're currently editing and you may simply exit the application form page. Your progress will be saved and when you're ready to recommence your application, simply click on the vacancy title from the home page, log in and you may continue. Please ensure though, that you take note of the vacancy closure date/time and submit the application before it closes.

If at any time, you need to view the vacancy details again, click on the **Vacancy Details** button to expand this information.

assist our Recruitment

Edit

▲

Vacancy Details

Customer Service Officer

Reference # 6036

Mackay Regional Council

Mackay Regional Council is a dynamic and progressive local government organisation dedicated to serving the community of Mackay. We are committed to creating a vibrant and sustainable region that enhances the quality of life for our residents.

The Role

Based on the front counter in our CBD Office, you will be the first point of contact for residents and visitors seeking assistance from Mackay Regional Council. Your primary responsibility will be to provide exceptional customer service when addressing inquiries in person and via our Call Centre.

Key Responsibilities:

- Greet and assist visitors at the front counter with a friendly and professional demeanour.
- Handle inquiries and provide accurate information about council services, programs, and procedures.
- Process payments for council services and manage related administrative tasks.

Location:

Work Type:

Sector:

Sub sector:

Contact:

Phone:

Email:

Download Attachments...

Sir Albert Abbott Admin. Building Permanent Full Time Call Centre & Customer Service Enquiries Recruitment 1300 MACKAY

Mackay REGIONAL COUNCIL

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An Application Checklist is available at the bottom of the application form page to highlight the sections you have/haven't completed. Sections marked with a green tick indicate that you've successfully completed it. Sections marked with a red cross indicate that you have not yet successfully completed it and you will need to return to that section and rectify what is missing.

Application Checklist

✓	Your Details
✓	Equal Employment Opportunities
✗	Application Questions
✗	Additional Information
✗	Supporting Documents
✗	Declaration Page

When you see green ticks beside each section in the **Application Checklist**, click **Submit Application**.

Application Checklist

✓ Your Details

✓ Equal Employment Opportunities

✓ Application Questions

✓ Additional Information

✓ Supporting Documents

✓ Declaration Page

Go Back

Submit Application

Once your application has been successfully submitted, you will be provided with a confirmation message similar to below.

Confirmation

Thank you. Your application has been received.

Your Login Name is email@test.com

Your Applicant Reference is 51747.

Please use this reference number in any future correspondence.

You will also receive a confirmation email.

As your application progresses through the recruitment phases, you will receive email updates. Please ensure you monitor the junk mail folder of your inbox in the event these emails go there.

VIEWING SUBMITTED APPLICATIONS

To view previously submitted applications; login to Careers (eRecruit) using the account used to submit the application and select **My Applications**.

The screenshot shows the Mackay Regional Council CAREERS (eRecruit) homepage. The left sidebar contains a navigation menu with the following items: Vacancies, Register, Logout, Change Password, My Profile, **My Applications** (highlighted with a red box), and Privacy Statement. The main content area displays a list of job vacancies, each with a star icon in the top right corner. The vacancies listed are: Plant Operator, Senior Planning Engineer, Principal Process Engineer, Multi Skilled Operator, and Formsetter. Each vacancy listing includes the job title, location, and a brief description of the role.

Your recently applied for applications will display here and you will have the ability to view various information about it, as well as being able to continue submitting a partially completed application (via Review Application), withdraw or view the submitted application.

The screenshot shows the 'My Applications' page in the CAREERS (eRecruit) system. The page displays a table of submitted applications with the following columns: Vacancy, Status, Location, Company, Applied Date, and Actions. The table contains two entries:

Vacancy	Status	Location	Company	Applied Date	Actions
Leading Hand Construction	Application Pending Submission	Paget Depot	Mackay Regional Council	24 January 2024	Review Application Withdraw Application View Application View Recruitment Process
Mackay Regional Council are seeking three (3) suitably qualified Leading Hands who have previous experience in the construction of local roads and drainage infrastructure. The successful candidate will join our Capital works team, based at our Paget Depot.					
Formsetter	Application Under Review	Paget Depot	Mackay Regional Council	24 January 2024	Review Application Withdraw Application View Application View Recruitment Process
Mackay Regional Council has an opportunity for two (2) experienced Formsetters to join our Field Services team, based at the Paget Depot.					
Review Application					

If you wish to withdraw your application, refer to the [Withdrawing Your Application](#) section within this document.

WITHDRAWING YOUR APPLICATION

To withdraw your application, login to the Careers (eRecruit) account used to submit the application and select **My Applications**.

Dashboard showing job applications. The left sidebar contains navigation links: Vacancies, Register, Logout, Change Password, My Profile, My Applications (highlighted), and Privacy Statement. The main area displays a list of job applications with details like job title, location, and company.

Click **Withdraw Application** on the relevant application you're wishing to withdraw.

My Applications table:

Vacancy	Status	Location	Company	Applied Date	Actions
Leading Hand Construction	Application Pending Submission	Paget Depot	Mackay Regional Council	24 January 2024	Review Application Withdraw Application View Application View Recruitment Process
Mackay Regional Council are seeking three (3) suitably qualified Leading Hands who have previous experience in the construction of local roads and drainage infrastructure. The successful candidate will join our Capital works team, based at our Paget Depot.					
Formsetter	Application Under Review	Paget Depot	Mackay Regional Council	24 January 2024	Review Application Withdraw Application (highlighted) View Application View Recruitment Process
Mackay Regional Council has an opportunity for two (2) experienced Formsetters to join our Field Services team, based at the Paget Depot.					

Enter a **brief reason** for withdrawing your application and click **Withdraw Application**.

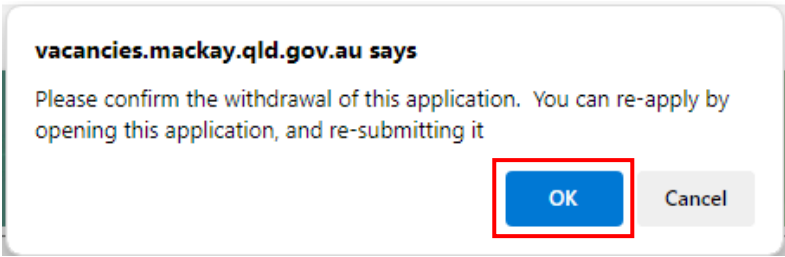
Withdraw Application modal form:

Please enter a reason for withdrawing the application. *

Gained employment with another company.

Withdraw Application (highlighted) Cancel

Click **OK** to withdraw the application or click **Cancel** to stop the withdrawal process.

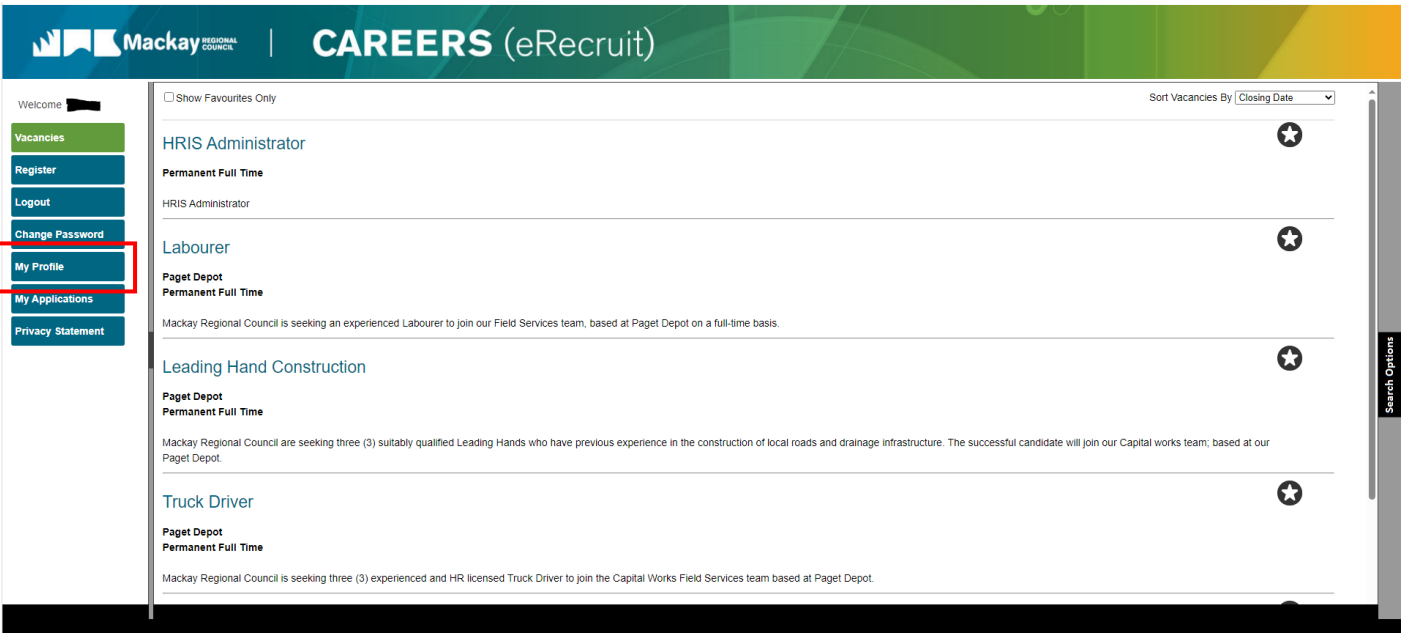


The **Status** will now display as **Application Withdrawn** and you will not progress through any further recruitment phases for this vacancy.

My Applications					
Vacancy	Status	Location	Company	Applied Date	Actions
Leading Hand Construction	Application Withdrawn	Paget Depot	Mackay Regional Council	24 January 2024	Review Application View Application View Recruitment Process
Mackay Regional Council are seeking three (3) suitably qualified Leading Hands who have previous experience in the construction of local roads and drainage infrastructure. The successful candidate will join our Capital works team; based at our Paget Depot.					

VIEWING AND UPDATING PROFILE DETAILS

To view or update your personal details on your Careers (eRecruit) account; login and click **My Profile**.



Click **Edit** to update details within the relevant sections.

Click **Save** to save any changes made or **Cancel** to discard them.

REQUIRE ASSISTANCE?

If you are experiencing any issues while using the Careers (eRecruit) website and require assistance, you may phone 1300 MACKAY (1300 622 529) and ask to speak with one of our friendly Recruitment Officers.