

POSITION TITLE	Customer Service Officer
DEPARTMENT	Corporate & Community Services
GROUP	Customer & Community Services
LOCATION	Mareeba
CLASSIFICATION / LEVEL	LGOA Level 2
REPORTS TO	Supervisor Customer Service

Department Summary

The Corporate & Community Services Department ensures an integrated approach to the delivery of internal organisational services and the provision of external services of Council to the community.

Department business units include:

- Finance
- Information Systems
- Development & Governance
- Human Resources
- Customer & Community Services

Position Summary

Our Customer Service Officers promote a customer-first focus by providing professional customer service to internal and external customers to meet the expectations of Council and the needs of customers and the community.

Key Responsibilities

- Deliver high-quality customer service by providing complete, accurate and timely advice and assistance to customers, over the phone, face to face and online, resolving enquiries at first point of contact wherever possible
- Identify customer needs, accurately input customer requests into the Customer Request Management (CRM) system and direct to the relevant department for appropriate action
- Undertake accurate and timely receiving and receipting of payments and daily and other banking reconciliations in accordance with policies and procedures
- Escalate matters of a complex and/or sensitive nature to the Supervisor Customer Service
- Professionally contribute to team culture, receive feedback, support peers and identify customer service improvement initiatives
- Other reasonable duties as directed from time to time

Skills and Knowledge

- Well-developed interpersonal skills with a capacity to work collaboratively and resourcefully to solve problems, resolve conflict and deal with challenging customers
- Excellent verbal and written communication skills with a demonstrated ability to communicate effectively with a diverse range of internal and external customers
- Demonstrated computer literacy skills with strong system capability with Microsoft Office suite of programs
- The ability to touch type with speed and accuracy, highly accurate data entry and typing proficiency

- High resilience level and the ability to prioritise and work well under pressure

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Demonstrated experience in customer service delivery in a high-demand environment

Desirable

- Experience working in or with a Local Government entity
- Experience using a Customer Request Management system
- Experience working in a team-based environment and commitment to being a team player
- Experience with cash handling, payment processing and balancing/end of day reconciliation

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN - and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

Employees may be required, at Council's discretion, to undertake First Aid Officer, Fire Warden and other Workplace Health and Safety related functions and roles in accordance with their WHS responsibilities as outlined in the Statement attached in Schedule 3. When employees are required to perform these functions and roles, Council will provide relevant training.

SCHEDULE S3

WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, the Council WHS Management System (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring you keep up to date and comply with WHS legislation and SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox talks, team discussions or specific training organised by Council
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Support safety in the workplace by undertaking First Aid Officer, Fire Warden and other WHS related functions in your workplace
11. Working in a manner that will not endanger you, other employees or the public
12. Cooperate with any reasonable instruction given by Council officers
13. Report any safety concerns to your supervisor
14. Ensuring compliance with National Heavy Vehicle legislative requirements relevant of this position.

I have read and understand the above Position Description and WHS Responsibility Statement (S3)					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last reviewed on: 11 February 2022