

Customer Contact Officer

Job No:	1782
Location:	Dalby
Level:	WDRC Non-Operational Staff Certified Agreement Level 3
Status:	Full Time/Fixed Term

Western Downs Regional Council has been awarded the Large Employer of the Year award at the Darling Downs South West Region Queensland Training Awards for 2019, 2021, 2022, 2023 and 2024.

Be part of a team that make a real difference within the communities we serve. Our mission drives us, and we want you to be part of the journey.

Experience Western Downs It's the people that make it

The Opportunity

Operating from within the Corporate Services Department, you will be responsible for ensuring that all customer interactions both over the counter and on the phone relating to the full range of Council services', are managed in accordance with Council's Customer Service Charter.

This role encompasses a range of duties and responsibilities which may vary as directed by Council. The key ones include:

- Receiving and handle in-bound telephone calls and when required support with outbound calls;
- Maintaining effective and efficient work processes and procedures;
- Receiving and process financial payments; use POS system; and complete end of day banking procedure;
- Remaining aware and knowledgeable of Council events;
- Accessing and interpreting Contact Centre knowledgebase to respond to internal and external customer action requests, enquiries and transactions via counter and contact centre in a professional, accurate and timely manner;

About Yourself

Suitability for this position will be based on experience, application, achievement, and potential in the following critical competencies as they link to the key responsibilities for this position. You will have proven demonstrated experience in:

- Maintaining financial records and proven experience with cash handling, perform banking duties and end of day reconciliation;
- Highly developed interpersonal skills including proven written and verbal communication skills, dispute resolution and problem solving ability;
- Ability to work independently, research complex customer requests and accept customer complaints.;

The Benefits of Working for WDRC:

Work / life balance

We understand the importance of balance. Enjoy flexible work arrangements and wellness programs designed to keep you at your best.

Superannuation

In addition to your annual salary, Council will contribute twelve (12) per cent, including the superannuation guarantee contribution.

Growth Opportunities

We invest in your growth. Whether it’s skill development, mentorship, or career advancement, we’ve got you covered.

Access to Corporate Health Plan
Take care of yourself and join one of our Corporate Health Plans to improve life.

Health & Wellbeing program and Mental Health Support
Change your lifestyle and live better with healthy ideas. Be your best possible self with provided support and information.

Access to free Employee Assistance Program & confidential counselling
Reach out to someone confidentially if you are experiencing any concerns or problems.

Salary Packaging Available
Restructure your salary to work for you to pay for everyday living expenses such as Motor Vehicles, Superannuation, Remote Area Housing (Rent), Fuel, Gas and Electricity.

Allowances Available (if applicable)
Allowances such as Locality Allowance may be applicable to your position.

Leave Loading
You will receive 17.5% leave loading on top of your base rate of pay, while you are on Annual Leave.

Uniforms and PPE
Uniforms and Personal Protective Equipment (PPE) provided.

Job security in a local government position
Feel secure working for an organisation who believes in strong foundations of respect, balance, communication, teamwork, accountability and leadership.

Relocation Assistance
Relocation assistance of up to $5,000 may be provided to the preferred candidate if relocating to the Western Downs Region.

Living & Working in the Western Downs:
Experience Western Downs

If you are looking to join an innovative and dynamic company, that provides staff with a work life balance and opportunities for growth with state of the art mentoring from professionals within its team, this may be the role for you. Be part of the community you serve. **TOGETHER WE MAKE A REAL DIFFERENCE.**

Applications close at Midnight AEST on Tuesday 8 December 2026

Additional Information

The recruitment process may include candidates undergoing a pre-employment medical including drug and alcohol testing.
WDRC reserves the right to close or withdraw vacancies before the advertised closing date, or extend the closing date, without prior notice.

Applicants must have the legal right to work in Australia. Applicants who hold a valid Australian work visa are encouraged to apply.

How To Apply

To view the position description please click the Job Attachments tab, located next to the Advertisement tab at the bottom of the page. If you wish to be considered for the position, click the Apply button and complete your application as required.