

CUSTOMER ADMINISTRATION OFFICER POSITION DESCRIPTION

Position Title	Customer Administration Officer
Directorate	Water and Waste
Department	Business Services
Position No.	84,404.00, 84,405.00 and 84,409.00
Classification	Level Two (2) – Level Three (3)
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	Team Leader – Customer Administration
Last Review Date	February 2026

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The Water and Waste Directorate (W&W) is an integrated, multifaceted service responsible for managing and maintaining safe, quality water supply, reliable wastewater collection and treatment service, and waste

management functions and operations for the Isaac Regional Council communities. These services are managed in alignment with regulatory and legislative requirements.

POSITION SUMMARY:

Reporting to the Team Leader – Customer Administration, the Customer Administration Officer position provides customer service and administrative support to the Water & Waste Directorate.

DUTIES:

1. Assist in the preparation of budgets, Council reports and the provision of statistical information as required.
2. Assist with technical support for W&W Compliance.
3. Assist in collating and analysing various W&W information and data.
4. Assist in preparing data returns to various government departments and the Queensland Water Directorate.
5. Assist in updating the SWIM data base.
6. Monitoring and inputting data into the Asset Management System.
7. Assist in providing financial assistance, including requisitions and task numbers, orders, expenditure reports and budget control reports.
8. Assist in compiling meeting reports and taking meeting minutes.
9. Assist in the tender and quotation processes, including preparing of advertisements, collating contract documents, tender openings, acknowledgment letters and public notices.
10. Coordinating Water Services Asset forms.
11. Coordinate the collection and submission of timesheets for W&W.
12. Maintain and monitor the leave calendar for members of W&W.
13. Provide excellent customer service to clients and customers, resolving queries where possible and ensuring the requirements of the Customer Service Charter are met.
14. Assist in providing administrative support, including word processing, spread sheeting, data entry, drafting of correspondence, photocopying and general office duties to assist in the efficient running of the W&W Directorate.
15. Assisting in updating and maintaining all applicable registers and reports for W&W.
16. Maintain and monitor plumbing requests and update status in ECM and CRM.
17. Assess and process Water and Wastewater connection applications and ensure the application register is updated regularly.
18. Ensure accurate fees are received for applications.
19. Liaise with field staff to enable timely service for new connections and other requests with regards to changed service connections.
20. Water Management module application maintenance which includes, but not limited to:
 - a. Water Meter Management.
 - b. Water Account Management.
 - c. Water Reading Processing Management.
 - d. Assist with management of water meter read and special reads.
 - e. Ensure timely downloading and validation of meter read data.
 - f. Work with Rates Officers to ensure timely and accurate Water Billing.
21. Ensure compliance with the Integrated Management System (IMS) to Safety, Environmental and Quality Standards and assist the W&W Directorate to continuously improve their processes.
22. Assist the Manager team of W&W and other Officers with day-to-day administrative support.
23. Implementation and training in procedures to ensure uniformity in the input of data associated with Councils waste management software (Mandalay) and TechOne.

24. Assist in the preparation of Waste Services rosters to ensure customer service levels are maintained across the Department.
25. Collation and input of customer transactions to produce accurate monthly invoicing.
26. Checking, verifying and inputting monthly invoices for the entire W&W Directorate.
27. Assist in the development of Communication Plans, public notices and other marketing and advertising material.
28. Provide water conservation advice, education and support to the Isaac community and play a key role in the W&W Water Education Program.
29. Undertake any other duties as are reasonably within the limits of the employee's skills, competence and training.

KEY COMPETENCIES:

Essential

1. General knowledge of or the ability to rapidly acquire knowledge of departmental policy and procedures.
2. High-level administrative skills, including previous experience in word processing, spread sheeting, data entry, drafting of correspondence, photocopying and general office duties.
3. Customer service skills, including experience in the documentation and following up on un-actioned requests.
4. Demonstrated interpersonal and communication skills, with the ability to liaise with both internal departments and external stakeholders.
5. Proficient in the use of MS applications, including MS Word, Excel and Outlook, to produce effective outcomes relevant to the work area.
6. Good organisational skills, including the ability to set priorities and workflows.
7. Knowledge and experience in contract administration including tender preparation, document management and processing.
8. High level computer skills with experience with computer-based timesheets, invoices and rosters.

Experience

1. Demonstrated experience (5+) years within an administrative and customer service environment.
2. Previous budgetary and financial experience will be highly regarded.

Qualifications

Mandatory – this role requires the possession of:

1. C Class Open Australian Drivers Licence.
2. Minimum Certificate III qualifications in Administration/Business, or equivalent level of expertise and experience to undertake the range of activities required.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		