

POSITION DESCRIPTION

Position Title:	Customer Service Officer	Reports to:	Customer Service Team Leader
Department:	Community and Customer Services	Directorate:	Community, Planning and Environmental Services
Stream:	Stream A	Pay Level:	Level 2 (Division 2 - Section 1) 12% superannuation & 17.5% leave loading
Award:	Queensland Local Government Industry Award – State 2017	Agreement:	The Southern Downs Regional Council Certified Agreement, as amended

1.1 THE DEPARTMENT

The Community and Customer Services Department consists of three (3) teams:

- Community Engagement
- Customer Service – Warwick and Stanthorpe
- Libraries – Warwick and Stanthorpe

The Community and Customer Service Department is responsible for planning and delivering tangible uplift in the wellbeing and liveability of the Southern Downs community and for shaping and delivering customer services that meet community current and future requirements. The Department co-creates and delivers strategies to support mutual collaboration opportunities between community groups, encourage capacity building and foster a connected and engaged community. The Department maintains a variety of community facilities and coordinates initiatives such as civic events.

At the heart of local engagement, the Department will have a focus on building strong connections between Council and the community that promotes a sustainable Southern Downs where all residents have the opportunity to grow, learn, create, care and connect within.

1.2 VALUES

Southern Downs Regional Council recognises our people as our strength, and our five values guide how we work with each other, our actions, our decision making and how we serve our community. Our values bring us all together and contribute to our employees having a meaningful and rewarding career, with opportunities to grow and thrive.



Act with Integrity | **One Region, One Team** | **Lead by Example** | **Service Excellence** | **Our People, Our Strength**

1.3 THE OPPORTUNITY AND JOB ROLE

To provide professional and responsive customer service to Council's internal and external clients, both face to face, over the telephone and in writing

1.4 KEY RESPONSIBILITIES AND DELIVERABLES

The key responsibilities may be modified from time to time to ensure the expected outcomes support the Council's operational and corporate plans. All duties are to be conducted in an efficient, timely, professional and safe manner.

The key responsibilities and deliverables for this role include:

- Maintaining records consistent with Council requirements and the Privacy Principles;
- Provide a high-quality client service to Council's customers
- Respond to customer telephone, counter and written enquiries
- Log customer complaints and requests for action in Council's Customer Request Management system
- Assist with maintaining the Customer Service Centre and self-help area
- Maintain confidentiality of Council information obtained during the course of employment
- Assist in the development of customer service procedures
- Other duties as directed by the supervisor.

1.5 SELECTION CRITERIA

ESSENTIAL CRITERIA

1. Highly developed interpersonal skills including the ability to deal effectively with difficult customers
2. Extensive office administration experience including strong written communication skills and experience in current office computer programs
3. Demonstrated ability to operate effectively within a team environment
4. Cashiering experience including reconciliation of financial data
5. Demonstrated ability to manage time effectively to achieve outcomes within required timeframes
6. Proven ability to work with limited supervision and maintain confidentiality
7. Knowledge of workplace health and safety considerations relevant to the role and how to limit risks in the environment where this role operates
8. Proven ability to adhere to the SDRC Values

DESIRABLE CRITERIA

1. A sound understanding and general interest in Local Government operations

1.6 TRAINING

- On the job training will be provided to ensure that the position holder maintains a satisfactory knowledge and skill base.
- The position holder will be encouraged to attend workshops and seminars relevant to the position so as to ensure ongoing professional development.

1.7 WORK HEALTH AND SAFETY RESPONSIBILITIES

- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons.

1.8 ORGANISATIONAL RESPONSIBILITIES

- Comply with all the requirements of Council policies and procedures as amended from time to time.
- Ensure complete and accurate records are captured, created and maintained.
- Deliver high quality customer service within the organisation and to the public.
- Ensure the security and appropriate intended use of Council information at all times.

1.9 REQUIRED LICENCES AND QUALIFICATIONS

- A Class C (car) licence or greater is required in this role.

1.10 DESIRABLE LICENCES AND QUALIFICATIONS

- Relevant qualifications of at least certificate level

1.11 OTHER POSITION REQUIREMENTS

PROBATION PERIOD

- This role is subject to a three (3) month Probation period to a maximum of six (6) months, during which time the employee will be assessed for suitability as part of ongoing development in the role.

PRE EMPLOYMENT CHECKS

- Prior to employment external candidates **will** be subject to the following checks in most instances:
 - National Criminal History Check (mandatory)
 - Pathology Drug and Alcohol screening (mandatory)
 - Reference Checks (mandatory)
 - Health Declaration (mandatory)
- Prior to employment external candidates **may** also be subject to the following checks:
 - Functional Capacity Assessment / Fitness for Work (to assess physical suitability for the role)
 - Formal qualifications check
 - Rights to Work in Australia – VEVO check
 - Licence disqualification / traffic history checks with Queensland Government
 - Blue card Working with Children Check
 - Any other check that is reasonably required by Southern Downs Regional Council

1.12 REPORTING STRUCTURE

ORGANISATIONAL RELATIONSHIP

