



Position Description

Position Title	Customer Service Officer
Position No.	9031
Division	Finance & Governance
Section	Customer Service
Reports to	Senior Customer Service Officer
Current Status	Casual
Band/Level	2/1
Grade	8
Step	Entry – Step 4
Last Reviewed	July 2024
Conditions of Employment	The employee will work within conditions detailed within the Local Government (State) Award and the Council Policies/Systems including, but not restricted to: * Council's Salary Administration System * Council's Human Resource Policies and Procedures * Council's Code of Conduct * Equal Employment Opportunity * Equity & Access to Training * Performance Appraisal System
Work Health and Safety (WHS)	The employee who occupies this position must abide by Council's WHS policies and procedures as described in Council's WHS Manual. The employee must participate in the completion of relevant WHS/Risk documentation and take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work.

Position Summary

This position is required to provide and maintain a consistently high level of quality customer service to internal and external stakeholders in a professional environment. This position provides a service to the community by acting as the initial point of contact in welcoming customers, assisting with enquiries and complaints.

Specific Duties and Responsibilities

- Provide quality front line customer service to all internal and external stakeholders
- Attend and assist with administration duties, including, but not limited to; phone calls, website enquiries, counter enquiries, cash receipting and emails
- Undertake daily banking
- Receive and deal with complaints and requests for information or services. Respond appropriately to the requirements of each customer, record actions, ensuring accuracy and consistency. Forward to relevant department if required.
- Assist customers with enquiries, through the provision of information and completion of forms
- Receipt and process Building Certificates through liaison with the relevant Council officer.
- Process Outstanding Notices and Orders (735A) and Drainage Diagram Certificate Applications
- Process 603 certificates and forward to Finance for authorisation.
- Liaise with contractor regarding the replacement of lost, stolen or destroyed garbage bins.
- Receive and forward names for Green Waste and Bulk Clean up requests.
- Maintain the Companion Animals Register after receipt of the appropriate documentation and mail to animal owner/s.
- Receipt and balance payments and remittances arising from the counter; via the daily mail and from external and internal collection agencies. Report any discrepancies to the Finance department
- Prepare outgoing daily mail for collection
- Enter daily postage details for monthly accounts (including RFS).
- Prepare monthly postal accounts for payments.
- Balance monthly postal accounts, create purchase order for payment by Finance Department
- Answer rates and water billing enquiries
- Assist with Pension Rebate Applications
- Assist customers with payment plans for arrears relating to Rates and water accounts
- Actively implement Council's EEO policies and procedures to ensure there is no bias or unfair discrimination occurring in the provision of services to a diverse range of customers.
- Facilitate interpreters or special access to services for non-English speaking background customers or those with disabilities.

Core Duties and Responsibilities

Following is a list of duties and responsibilities that are required in this position, as well as other positions within the organisation;

- Processing Customer Enquiries
 - Receive customer enquiries in a courteous and efficient manner
 - Research, assess and respond to customer enquiry within an appropriate timeframe
- Operate Office Equipment
 - Operate various office equipment items including photocopier, heat binder, and shredder.
 - Operate telephone equipment for incoming and outgoing calls.
- Operate Personal Computer in the completion of routine tasks;
 - Utilise personal computers to create, modify and complete documents, using various computer programs.
- Work Health and Safety Responsibilities
 - Follow Council's WHS policies and procedures as instructed
 - Ensure their actions do not adversely affect the health and safety of themselves or any other person
 - Report all WHS hazards and incidents to their supervisor as soon as possible
 - Participate in all required WHS training
 - Follow all reasonable directions from supervisors, managers, and others in regard to safety
- Recordkeeping Responsibilities
 - The incumbent is to undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions
 - Prioritise and complete allocated Recordkeeping activities

Supervisory Responsibilities

This position has nil supervisory responsibilities.

Signatures

I agree to the requirements of this Position Description.

Employee

Date

Supervisor

Date

Selection Criteria

Essential

- Experience in the delivery of quality customer service to internal and external customers
- Excellent written and verbal communication skills
- Experience in cash receipting and reconciliations
- Proficiency in the use of a variety of computer applications including Microsoft Office
- Class C Drivers Licence
- Demonstrated commitment to the principles of integrity and honesty
- Demonstrated commitment to and understanding of Work Health & Safety

Desirable

- Basic knowledge of relevant Local Government related Legislation.
- Qualifications or training in a related area i.e. Office Administration.
- Skills and/or experience in conflict and dispute resolution
- Sound knowledge of the structure and functions of Council