Position Description

CORPORATE INFORMATION

Position title	Officer Customer Contact		
Directorate	Corporate Services	**Branch/Section/Unit**	Communications, Marketing and Customer Experience /Customer Contact Section
Position number	1061	**Level**	2
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Senior Officer Customer Contact		
Direct reports	Nil		
Indirect Reports	Nil		

SCOPE OF POSITION

Position Summary

This position is responsible for the delivery of high quality, professional customer service, ensuring quality standards, processes and documentation to satisfy customer requirements and provide a positive customer service experience. The primary role of this position is to respond to customer requests and enquiries via phone, online and face to face.

Key Responsibilities of the Role

- Assist in the delivery of high quality customer service by providing accurate, consistent and complete information to internal and external customers through first contact resolution. Empower, support and guide the community to interact with Council using a variety of service channels including (but not limited to) phones, online and face to face.
- Accurately complete customer action requests, attend to enquiries and process transactions while role modeling customer focused behavior. When required use conflict resolution and negotiation skills to successfully resolve issues and assist customers.
- Undertake accurate and timely receipting of Council payments and daily banking reconciliation in accordance with policies and procedures.
- Remain aware and knowledgeable of Council events.

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- Respectfully and professionally contribute to the Customer Contact team culture, receive feedback, support peers and identify customer service improvement initiatives.
- Establish and maintain productive working relationships within Council.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence that is current and maintained.

Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated outstanding level of verbal, written and active listening communication skills with the ability to relate and adapt to internal and external customers at all levels either face to face, via phone or online.
- Demonstrated experience in a high demand customer service environment with skills/training/experience in conflict management/resolution, managing difficult behaviours or similar.
- Ability to understand and apply policies and procedures when responding to customer requests to ensure the provision of excellent customer service in an accurate and timely manner.
- Demonstrated ability to work autonomously or cooperatively in an integrated team environment by developing effective working relationships with a variety of stakeholders.
- A commitment to ongoing development by taking a proactive approach to continually improving skills and abilities.
- Resilience and manage high volume workloads with the ability to multi-task
- Experience or exposure to customer request management (CRM) systems and practices.

Desirable Knowledge/Skills/Qualifications Criteria

- Formal qualification in business, customer service or related field.
- Experience in a fast paced operational contact centre environment.

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- an ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg
- an ability to walk up and down stairs whilst occasionally carrying weights up to 15kg
- an ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Occasional out of hours work (including weekends).
- Occasional travel to other work locations within Gympie Region.

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ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

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Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		**Position**	
Signature		**Date**	

Accepted by

Name			
Signature		**Date**	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.

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