

Customer Services Officer (Re-advertised)

Burdekin Shire Council is seeking applications for a permanent full-time Customer Services Officer to join our Customer Services team. This role operates on a rotational basis across both the Customer Contact Centre and Front Counter, providing accurate, responsive, and professional service to both internal and external customers.

About the Role

As the first point of contact for Council, the Customer Services Officer plays a critical role in delivering a positive customer experience and upholding Council's commitment to excellence in service delivery.

We are seeking a motivated and customer-focused professional who is passionate about helping people, solving problems, and building positive relationships with our community. You will demonstrate a genuine commitment to delivering exceptional customer service and take pride in providing positive, professional experiences through every customer interaction.

What You'll Bring

- A professional, friendly, and customer-centric approach
- A genuine passion for delivering outstanding customer service
- Excellent verbal and written communication skills
- Strong problem-solving abilities and sound judgement
- High attention to detail and accuracy
- The ability to remain calm and professional in a busy environment
- A collaborative team mindset with the ability to work independently when required
- Proven ability to work collaboratively as an active team participant while contributing positively to team performance and outcomes
- Proven experience in a customer service environment is highly regarded

Key Responsibilities

In this role, you will:

- Provide exceptional customer service as the first point of contact for Council's internal and external customers
- Engage constructively in coaching, one-on-one meetings, and team activities, contributing to team objectives and taking responsibility for personal performance and development.
- Respond professionally and accurately to enquiries via telephone, email, and face-to-face interactions
- Process and manage customer requests through Council's Customer Request Management System (CRM)
- Ensure customer enquiries and service requests are resolved efficiently and within established service standards
- Build positive relationships with customers through respectful, empathetic, and solution-focused communication
- Assist customers with Council applications, permits, registrations, and payments, ensuring accuracy and compliance with relevant procedures
- Undertake receipting functions including cash and EFTPOS transactions with a high degree of accuracy and accountability
- Identify and escalate issues that may impact customer service outcomes or operational effectiveness

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- Contribute to a welcoming, professional, and inclusive customer service environment
- Maintain confidentiality and accuracy when handling customer information and documentation

Why Join Us?

This is an exciting opportunity to be part of a dedicated team that values professionalism, collaboration, continuous improvement, and exceptional customer service. You will play a key role in creating positive experiences for our community while contributing to the delivery of high-quality Council services.

If you are committed to delivering outstanding service and enjoy making a positive difference in every customer interaction, we encourage you to apply.

Why work for us?

- 9-day fortnight (72.5hrs fortnight)
- Up to 12% Employer Superannuation with ability to salary sacrifice employee contribution.
- 5 weeks Annual Leave per year
- 13 weeks Long Service Leave after 10 years' service – pro rata available after 7 years
- Salary Packaging available
- Supportive and motivating team
- Active Social Club
- Fitness Passport Program
- Flexible work arrangements
- Relaxed lifestyle, boating, fishing, sports facilities, private and public schooling options up to Grade 12, cultural venues and events and all of this situated in a thriving agricultural community only an hour away from Townsville or two hours from the magical Whitsundays.

All applicants should familiarise themselves with the entire position description.

The commencing salary for this position is between \$78,327 and \$86,797 per annum, depending on the successful applicant's skills and experience.

Applications for **26/35 – Customer Services Officer (Re-advertised)** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Previous applications received for this vacancy will be considered as part of this recruitment process. Applicants are welcome to submit updated information if they wish to do so.

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 26/35, PO Box 974, Ayr Qld 4807

Applications close on Monday, 14 September 2026 at 9:00am. Word or PDF format is preferable.

For further information please contact the Customer Service Centre Coordinator – Raena Knutt on (07) 4783 9800.

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Please provide a short response under each criterion. You may type your response in the box below each criterion or attach a separate document if you need more space.

Where possible, include a practical example from your work, study, volunteering or community experience. Short-listing will be based on how well your responses demonstrate the skills, experience and abilities required for the role.

1. Demonstrated experience delivering high-quality customer service in a customer-facing environment, including responding to enquiries and providing accurate information via telephone, email, and face-to-face interactions.

Applicant Response:

2. Demonstrated experience in undertaking receipting and payment processing functions, including cash handling, reconciliation procedures, and EFTPOS transactions, with a strong focus on accuracy, accountability, and attention to detail.

Applicant Response:

3. Demonstrated commitment to providing exceptional customer service, supported by a friendly, professional, and approachable manner, with the ability to contribute positively to a collaborative and customer-focused team environment.

Applicant Response:

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4. Demonstrated ability to actively listen, identify customer needs, apply sound judgement, and effectively resolve enquiries through a responsive, solution-focused, and customer-centric approach.

Applicant Response:

5. Minimum two years' experience in a similar customer service role, with a proven ability to manage competing priorities, perform a variety of administrative and customer service functions, and consistently deliver positive customer experiences within a busy operational environment.

Applicant Response:

Position Number	20021
Certified Agreement	Burdekin Shire Council Certified Agreement
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 2/3
Reports To	Customer Service Coordinator
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

Deliver accurate and consistent information to our customers, clients, peers and the Organisation. Deliver excellent customer service to our customers in person, by telephone, written and via electronic media.

Contribute towards the development and maintenance of the Customer Service Centres policies, procedures, fact sheets and knowledge base to ensure all information is current and available. Share acquired knowledge with the team to help with the growth and development of skill levels of staff and the department.

Customer Service Staff are expected to play a key role in disaster management efforts.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, the key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Provide high quality multifunctional Customer Service to the Burdekin Shire Council's external and internal customers.
- Provide a positive and proactive service to customers through effective communication, conflict resolution, problem solving and advocacy.
- Process all service requests for the provision of works and tasks to be undertaken via our electronic Customer Request Management System.
- Report to coordinator in a timely manner on issues and activities likely to influence Council operations or adversely impact relations with Council's customers.
- In verbal interactions and interpersonal relationships, demonstrate commitment to the Council's values of Customer Service, teamwork and organisational awareness.
- Receipting functions for customers by way of cash, cheques and EFTPOS facilities.
- Process efficiently all Council applications, permits and payments.

- Complete all necessary paperwork in accordance with procedures
- Demonstrate confidence when undertaking transactions with customers involving money, cheques and utilising EFTPOS facilities.
- Contribute to the overall Customer Service team and participate in coaching, one on ones, and team meetings.

Position Requirements

Knowledge

Level 2

- Basic knowledge of the principles of a Customer Service Centre.
- Basic knowledge of Council activities and legislation.
- Basic knowledge of Council Policies and the existence of policies and their importance within the Organisation.
- Basic knowledge of the relevant legislation affecting Council.
- Basic knowledge of Microsoft Office suite of applications.
- Basic knowledge of Technology One system including the Customer Request Management System.

Level 3

- Sound knowledge of the principles of a Customer Service Centre.
- Sound knowledge of Council activities and legislation.
- Sound knowledge of Council Policies and the existence of policies and their importance within the Organisation.
- Sound knowledge of the relevant legislation affecting Council.
- Sound knowledge of Microsoft Office suite of applications.
- Sound knowledge of Technology One system including the Customer Request Management System.

Skills

Level 2

- Sound level of customer service skills.
- Sound level of interpersonal and customer-centric skills (patience, adaptability, teamwork)
- Basic computer skills including Microsoft Office.
- High telephone skills and phone manner.
- High time management and organisational skills.
- High Problem solving and conflict resolution skills.
- Sound level of Cash handling and EFTPOS transaction skills

Level 3

- High level of customer service skills.
- High level of interpersonal and customer-centric skills (patience, adaptability, teamwork)
- Sound computer skills including Microsoft Office.
- Advanced telephone skills and phone manner.
- Advanced time management and organisational skills.
- Advanced Problem solving and conflict resolution skills.
- High level of Cash handling and EFTPOS transaction skills.

Abilities

- Ability to communicate with all types of people in a multitude of situations.
- Ability to resolve conflict by using problem solving techniques and a positive attitude.
- Active listening to fully understand the customer's needs.
- Clear verbal communication – speaking confidently and clearly.

Other Requirements

- The wearing of Council approved uniforms is necessary.
- Customer Service Officers rotate between the Call Centre and Front Counters on a business need basis.
- Annual leave and rostered days off are necessarily restricted at certain times of the year to meet peak customer flow.
- Apply conditions of confidentiality to all work-related documents, situations and information.
- Personal attributes of commitments, honesty, integrity, enthusiasm, personal presentation, positive self-esteem, adaptability and the ability to deal with pressure.
- Employees are expected to be at their workstation and fully prepared to begin duties by 8.00am. This includes having the till counted and being logged into the computer and phone systems.
- In a disaster event, CSC Officers will undertake the role of call centre operators for the Local Disaster Coordination Centre. Extended hours and weekend work may be required.

Experience and Qualifications

- Experience in a Customer Service Role or similar.
- Experience with computers, telephone systems and other office equipment such as photocopiers, printers, scanners and general office hardware.
- Experience in handling money, cheques and using EFTPOS facilities.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017 and are used as a guide to determine the level of this position but may not form a specific part of the key responsibilities:

Level 2:

Organisational Relationships

- Works under regular supervision.
- Oversees and guides a limited number of lower classified employees.
- Where relevant, supervises minor works programs/projects.

Extent of Authority

- Work outcomes monitored.
- Freedom to act within established guidelines.
- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents and guidelines. Assistance is available when problems occur.
- Graduates receive instructions.
- Plan and coordinate work for minor work programs.

Level 3:

Organisational Relationships

- Works under general supervision (except for graduates, who work under direct supervision).
- Supervision of other employees.
- Operates as a member of a professional team.

Extent of Authority

- May set outcome/objective for specific projects.
- Graduates receive instructions on the broader aspects of the work.
- Freedom to act within defined/established practices.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

Core Competencies

These competencies relate to Award Level 2 & 3 positions:

Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

In addition to the above, the following are at Award Level 3:

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.
- Contribute towards setting customer service standards within your team.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated and professional.
- Clearly express opinions, ideas, and information to colleagues and customers.
- Actively listen.

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.

- Monitor your work and identify opportunities for improving quality.
- Implement strategies for improving quality.
- Maintain a high level of accuracy when providing information to customers and when recording customer requests and details within the system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.

Work Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures.
- Encourage your colleagues to work safely.
- Identify hazards and assess risks in the workplace.
- Use organisational systems, such as Skytrust, to identify and rectify hazards, near misses, and non-compliances with procedures.
- Anticipate problems and risks and modify work methods appropriately.

Efficiency

- Undertake tasks in an efficient and timely manner.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence or certificate.
6. All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.

Position Description

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7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.