

Position Title:	Customer Service Officer
Team:	Customer Service
Department:	Corporate & Community Services
Reporting to:	Team Leader - Customer Service
Direct reports:	Nil
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	2 - 3

THE ROLE

The Customer Service Officer reporting to the Team Leader - Customer Service, will work collaboratively with all Council departments and with our external stakeholders, to meet: Council's objectives of customer engagement; achieving great customer experiences; and to promote a positive organisational culture.

KEY OUTCOMES

- Service delivery that meets and exceeds customer expectations
- Proactive identification of customers' needs
- Ownership of service delivery outcomes and pride in the role with the goal of meeting both Council and customer experience expectations

KEY ACCOUNTABILITIES

- Represent Council in a professional manner, supporting colleagues and delivering an exceptional experience for our customers
- In collaboration with the Customer Service Team, provide exemplary services to internal and external customers including and not limited to:
 - Meet expectations of internal service agreements
 - Follow through on all outstanding enquiries/complaints
 - Track complaints/requests to satisfactory completion
 - Handle inbound and outbound telephone enquiries, and enquiries through other service channels – at all times ensure all conversations meet Council's processes and privacy initiatives
- Work collaboratively with all internal and external customers, developing strong working relationships
- Provide administration assistance of Council's Request Management System and Receipting Module
- Deliver accurate cash handling skills including end of day reconciliations
- Apply established Council processes and procedures relating to all interactions with internal and external stakeholders
- Contribute to the development and review of section policies, procedures and task instructions with the aim of optimum efficiencies and usability
- Undertake Customer Experience duties across all Cassowary Coast work locations as required and as directed by the Team Leader – Customer Service

- 
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
 - Undertaken any other duties, projects or tasks as directed by the Team Leader – Customer Service, which generally fall within the scope of this position and are within skills, competence and capability

BEHAVIOURAL COMPETENCIES

- Practices behaviours aligned with Council's Values (Grow Our Own, Be Courageous, Accountable to our Community, Make it Better and Work Smarter) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Models professional and ethical behaviour
- Focuses on performance and meeting team goals
- Acts proactively, exercises initiative and seeks opportunities for continuous improvement
- Responds flexibly to change
- Commits to personal and professional development

SELECTION CRITERIA

Essential:

- Completion of Year 12 or equivalent knowledge gained through work experience
- Demonstrated administration experience (including word processing and data entry) working in a medium to large organisation
- High competency and demonstrated ability of customer service skills and handling cash
- Well-developed oral, written and interpersonal communication skills with particular emphasis on conflict resolution skills
- Competency in all Microsoft Office applications and other digital data collection and reporting systems
- Ability to deal with confidential matters
- Ability to multi-task, determine priorities and meet deadlines
- Ability to demonstrate behavioural competencies
- Current Queensland C Class driver's licence

Desirable:

- Previous customer service experience in a local government organisation and/or contact centre role in a medium to large organisation

For details of the transition pathway, refer to the Position Competency Transition document.