



Customer Support Officer

POSITION DESCRIPTION

Position Number:	2846
Portfolio	Office of the CEO
Business Unit:	Information Services
Team:	Customer Support
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Coordinator Customer Support
Revised:	August 2023

General Position Statement:

This position supports Council's direction by providing excellent and timely service delivery to internal and external customers via counters, telephone and any electronic or written correspondence to Council. Officers ensure customer dealings are performed in a professional, efficient, and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities:

This position has the following responsibilities:

1. Deliver essential communication links between Council and the community through the provision of accurate and responsive customer service, delivered via face to face, telephone and written (electronic and hardcopy) communications.
2. Act as a first point of contact for all interactions (phone, counters, email, online etcetera) with internal and external customers and assist to resolve issues using a high degree of judgement and initiative in an effective and efficient manner.
3. Provide a high level of service with tact, discretion and integrity when dealing with confidential and sensitive matters.
4. Accurately record, receive, receipt, process, store and retrieve any correspondence to Council as per the *Public Records Act* and other legislation or policy.
5. Assist in providing accurate, timely and efficient services to the organisation regarding file creation, storage, retrieval, archiving and filing.
6. Flexibility to work at any of Council's customer service centres located in Yeppoon and Emu Park and times as per team roster.
7. Contribute to the ongoing development, refinement, and implementation of processes in order to support the business needs of external and internal customers.
8. Act as a role model for Council's Values and Behaviours at all times and display a high level of professional and ethical conduct.



9. Refer matters which may impact upon the business, Council and employees to the relevant Supervisor or Manager.
10. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Strongly focused on the provision of professional and quality customer service for internal and external customers.
2. Thorough knowledge and understanding of Council's organisational structure, policies, procedures and legislative requirements.
3. Excellent communication (verbal and written), interpersonal skills relevant to the position.
4. Ability to effectively operate computer systems including Council's recognised phone systems, Pathway, Council's corporate record management system, ESRI, Microsoft Suite, and Finance One for designated officers.
5. Accurate cash handling experience, numeracy and verification skills.
6. Excellent time management, planning and organisational skills.
7. Basic problem solving and negotiation skills with the ability to deal with complaints effectively in order to gain co-operation and assistance from customers, prior to escalating to the Supervisor.
8. Ability to use tact and discretion and act with integrity regarding matters of a confidential and/or sensitive nature.

Mandatory Qualifications, Licences and Experience

1. Demonstrated experience working in a customer service environment or similar.
2. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences and Experience

1. Experience in a local government environment.
2. Certificate III Frontline Management, Business (Record Keeping) or Archive Management.
3. Substantial experience in all aspect of customer service delivery (counter reception, administration, telephones and record keeping practices).

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect, and promote human rights in your decision-making and actions.

Physical Requirements





1. Ability to work in an office environment – call centre, front counters and office layout.
2. Ability to legally operate a motor vehicle under a “C” Class Licence.
3. Ability to complete a satisfactory Functional Capacity Evaluation.
4. Must be available to work the team roster as required.
5. Ability to work in enclosed environments such as store and archive rooms.
6. The work is intermittently heavy, with periods of prolonged standing, stopping and crouching. The task must be performed meticulously and accurately and weights will vary.
7. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).


Delegations and Authorisations:

Financial, Administrative and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s knowledge library.

Acknowledgement:

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Acting Chief Information Officer
Signature:	
Date:	3 October 2024
Present Incumbent:	
Signature:	
Date:	





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



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SELECTION CRITERIA

Position Number:	2846
Portfolio:	Office of the CEO
Business Unit:	Information Services
Team:	Customer Support
Position Status:	Permanent Full Time
Classification:	QLGIA (Stream A) Level 3
Reports To:	Coordinator Customer Support
Revised:	October 2024

1. Mandatory Qualifications and Licences:
 - Demonstrated experience working in a customer service environment with a strong focus on the provision of professional and quality customer service exercising discretion tact and confidentiality.
 - Possess and maintain a current motor vehicle drivers licence.
2. Excellent communication (verbal and written), interpersonal skills relevant to the position.
3. Ability to effectively operate computer systems including:
 - a) Council's recognised phone systems
 - b) Council's recognised Customer Request Management System (Pathway)
 - c) Council's corporate record management system
 - d) ESRI, Microsoft Suite; and
 - e) Finance One for designated officers.
4. Excellent time management, planning and organisational skills.
5. Basic problem solving and negotiation skills with the ability to deal with complaints effectively in order to gain co-operation and assistance from customers, prior to escalating to the Supervisor.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took, how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.