

**POSITION TITLE:** Customer Contact Officer **POSITION NO:** 2338  
**EMPLOYMENT TYPE:** Permanent Part Time  
**CLASSIFICATION:** Level 2  
**CERTIFIED AGREEMENT:** Officers – 2011 **AWARD:** QLGA  
**DEPARTMENT:** Finance and Corporate  
**BRANCH:** Social and Corporate Performance  
**SECTION:** Customer Contact  
**REPORTS TO:** Team Leader Customer Contact

**ORGANISATIONAL VALUES: ACHIEVE**

**Accountability** - We accept responsibility for our actions and decisions in managing the regions resources.

**Community** - Building partnerships and delivering quality customer service.

**Harmony** - Our people working cooperatively to achieve common goals in a supportive and safe environment.

**Innovation** - Encouraging an innovative and resourceful workplace.

**Ethical Conduct** - We behave fairly with open, honest and accountable behaviour and consistent decision-making.

**Vision** - This is the driving force behind our actions and responsibilities.

**Excellence** - Striving to deliver excellent environmental, social and economic outcomes.

**1. PRIMARY ROLE**

Provide and communicate accurate information to external and internal customers through various mechanisms (e.g. face-to-face contact, telephone, email) which effectively represent and promote the organisation.

**2. KEY RESPONSIBILITIES**

Key duties and responsibilities may include, but are not limited to:

1. Provide quality, team based customer service by achieving and maintaining a level of competence in the provision of accurate timely information and personal assistance to customers, whilst recognising individual customer needs and providing helpful, courteous service.
2. Accurately record financial and non-financial transactions into various business systems in accordance with Council policy and procedures.
3. Achieve accurate, efficient and secure cash handling and reconciliation processes.
4. Provide quality customer service interactions in a variety of customer contact situations including, telephone, counter, email and in writing.
5. Ensure enquiries are referred to the relevant Council officers, including gathering accurate relevant information related to the enquiry.
6. Endeavour to address customer dissatisfaction and escalate issues where required.
7. Undertake administrative tasks required for the provision of customer services including but not limited to typing, data entry, laminating, filing, photocopying and faxing.
8. Deliver Library services, additional activities and reasonable directions given by management.

**3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY**

- Minimum requirement of a current C Class driver's licence.
- Certificate III in Business Administration (desirable)

**4. KEY SELECTION CRITERIA**

1. Previous experience working in a customer service environment with the ability to deliver high quality resolutions and build customer relations.
2. Sound negotiation and conflict resolution skills and the ability to work under pressure when dealing with difficult customers.
3. Sound level of keyboarding, data entry, cashiering and computer skills including sound knowledge of the MS Office Suite and the ability to acquire knowledge of Council's corporate software systems.
4. Proven time management skills with the ability to accept responsibility, display initiative and prioritise workloads.
5. Ability to work effectively in a team environment.

**WORKPLACE HEALTH AND SAFETY**

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibility Statement.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

**CUSTOMER SERVICE**

The employee will provide excellent customer service to internal and external customers.

**FRAUD, CORRUPTION AND RISK MANAGEMENT**

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

**INTELLECTUAL PROPERTY**

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
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