Position Description

POSITION TITLE	Customer Service/Administration Officer	**POSITION NO.**	2342
EMPLOYMENT TYPE	Permanent Part Time		
CLASSIFICATION	Level 2		
CERTIFIED AGREEMENT	Officers	**AWARD**	QLGIA
DEPARTMENT	Finance and Liveability		
BRANCH	Customer Solutions		
SECTION	Customer Service		
REPORTS TO	Team Leader Customer Service		
LAST REVIEWED DATE	October 2026		

HONESTY **RESPECT** **ACCOUNTABILITY** **INTEGRITY** **UNITY**

Join one of the largest employers in the South Burnett region, maintaining offices and depots in Kingaroy, Nanango, Wondai, Murgon, Proston and Blackbutt.

South Burnett Regional Council recognises our role in service provision to ratepayers and the public, placing customer satisfaction at the forefront of all processes. In order to maximise efficiency in service provision, the organisation is structured into three (3) main service areas:

- Executive Services
- Infrastructure
- Finance & Liveability

The South Burnett Region is uniquely positioned to offer lifestyle and employment opportunities that other regions can only envy. The South Burnett region covers a geographical area of approximately 8,400 km2 and is home to 32,500 people. The close-knit communities with many towns less than 15 minutes from each other, deliver services normally associated with larger populations. Natural surrounds and a rolling landscape give the region a relaxed atmosphere. An array of services, retail and events can be found across the region, along with high quality educational, medical and recreational facilities. All this, while being tantalisingly close to Brisbane and the Sunshine Coast.

Primary Role

Deliver quality customer service and provide professional administrative support to and on behalf of Corporate Services.

Key Responsibilities

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

1. Provide professional administrative services which support the effective and efficient operation of Council's Corporate Services Team
2. Provide quality, team-based customer service by achieving and maintaining a level of competence in the provision of accurate timely information and assistance to customers, whilst recognising individual customer needs and providing helpful, courteous service
3. Accurately record financial and non-financial transactions into various business systems in accordance with Council policy and procedures
4. Achieve accurate, efficient, and secure cash handling and reconciliation processes
5. Provide quality customer service interactions in a variety of customer contact situations including, telephone, counter, email and in writing
6. Ensure enquiries are referred to the relevant Council officers, including gathering accurate relevant information related to the enquiry
7. Endeavour to address customer dissatisfaction and escalate issues where required
8. Complete additional activities and reasonable directions given by management

Academic, Trade Qualifications and other Licences

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

Key Selection Criteria

1. Previous experience working in an administration and/or 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
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

Council employees will comply with health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan.

Council employees will also comply with: -

- Their health and safety duties as stated in Council's policies and procedures
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons

Customer Service

Council employees 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, Council employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Finance and Liveability	Signature: 