

Customer Service Officer (Temporary)

Burdekin Shire Council is currently seeking applications for a Customer Services Officer. This position involves working on a rotational basis across the call centre and front counter. This is a temporary full-time position for a period of up to 12 months with the hours of work totalling 72.5 hours per fortnight.

The Position

The key responsibilities include:

- Provide high quality multifunctional Customer Service to the Burdekin Shire Council's external and internal customers in person, by telephone, written and via electronic media.
- 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.
- Receipting functions for customers by way of cash, cheques and EFTPOS facilities.
- Process efficiently all Council applications, permits and payments.

The Person

The successful applicant will possess the following attributes at a minimum:

- Extensive experience in the provision of Customer Service by telephone and in person including the handling of large volumes of phone calls in a high-pressure environment.
- Demonstrated cash handling skills including receipting and EFTPOS transactions.
- Demonstrated ability to quickly acquire product knowledge and adapt to changes in process, practice and technology.
- Demonstrated enthusiastic, hardworking work ethic.
- Proven customer service skills including effective communication, conflict resolution and problem solving.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 3 (\$71,782pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **19/02 – Customer Service Officer (Temporary)** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 19/02, PO Box 974, Ayr Qld 4807

Applications close on **Friday 25 January 2019 at 5.00pm**. Word or PDF format is preferable.

For further information please contact Tonia Marano – Customer Service Coordinator on (07) 4783 9918.

Position Number	20018
Certified Agreement	Burdekin Shire Council Certified Agreement - 2018
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Descriptor Group	Section 1 – Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Descriptor Level	Level 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.

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 in person, by telephone, written and via electronic media.
- 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 and ensure timesheets are completed on a daily basis.
- Demonstrate confidence when undertaking transactions with customers involving money, cheques and utilising EFTPOS facilities.

Position Requirements

Knowledge

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

Skills

- Excellent customer service skills.
- Excellent interpersonal skills.
- Excellent computer skills including Microsoft Office.
- Excellent telephone skills and phone manner.
- Excellent time management and organisational skills.
- Problem solving skills.
- Advanced keyboarding skills.
- Conflict resolution skills.
- 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.

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 commitment, honesty, integrity, enthusiasm, personal presentation, positive self-esteem, adaptability and the ability to deal with pressure.
- Ability to apply conditions of confidentiality to all work-related documents, situations, and information.

Experience and Qualifications

- Experience in a Customer Service Role or similar.
- Cert IV in any of the following - Business Management, Frontline Management and Customer Service Management.
- Experience with computers, telephone systems and other office equipment such as photocopiers, scanners, faxes 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:

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/objectives 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 positions at this Award level:

Teamwork

- 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.
- Contribute willingly to team activities.
- Accept decisions, even those with which you disagree.

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.
- Explore customers' expectations and base the service on this knowledge.

Communication

- Write in a clear and concise style, which is grammatically correct, well punctuated, and rarely contains passive sentences.
- Clearly express opinions, ideas, and information to colleagues.
- 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.
- Suggest improvements through the customer request system.

- Implement strategies for improving quality.

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.
- Report incidents and suggest improvements through the customer request system.
- Implement strategies for reducing 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 customer service requests, 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.
- Suggest improvements through the customer request system.

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.

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.

Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Extensive experience in the provision of Customer Service by telephone and in person including the handling of large volumes of phone calls in a high-pressure environment.
2. Demonstrated cash handling skills including receipting and EFTPOS transactions.
3. Demonstrated ability to quickly acquire product knowledge and adapt to changes in process, practice and technology.
4. Demonstrated enthusiastic, hardworking work ethic.
5. Proven customer service skills including effective communication, conflict resolution and problem solving.

Desirable

1. Minimum of 2 years' experience in a similar Customer Service role that prioritised multiple tasks and functions within the workplace to enhance the customer experience.