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| **Position Title:** | **Customer Service Officer** |
| **Position Status:** | Permanent Full Time or Permanent Part Time |
| **Department:** | Corporate Services - Administration |
| **Location:** | Normanton |
| **Award Classification/Level:** | LGO 2 |
| **Hours of Duty:** | 37.5hours/week |
| **Award & Enterprise Agreement:** | Local Government Officers’ Award & Carpentaria Shire Council Certified Agreement 2013 |
| **Delegations:** | As per delegations register |
| **Reporting to:** | Records Officer |

## Primary Objectives of the Position

The purpose of Customer Service Officer is to participate as part of the team of Customer Service Officers providing the Carpentaria Shire Council’s customers with an efficient, friendly, high quality service. As far as possible, each customer should have all of their requirements met without having to be referred from officer to officer or site to site.

* **The term ‘customer’ refers to:**
* All users of the Carpentaria Shire Council’s services, including residents, ratepayers, tourists and other visitors to the Carpentaria Shire;
* Businesses and other Organisations, including Councils and other governmental bodies, with which the Carpentaria Shire Council has dealings;
* Staff and Councillors of the Carpentaria Shire Council, who interact with each other as internal customers providing a wide range of internal services.

**Characteristics at Level 2**

* Employees work under regular direction within clearly defined guidelines and undertake a range of activities requiring the application of acquired skill and knowledge.
* General features at this level consist of performing functions that are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available.
* Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees concerning established procedures.
* Employees will be responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees.

**Organsiational Relationships**

• Works under regular supervision.

## Key Duties & Responsibilities

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| **Key Areas** | **Key Accountabilities** | **Performance Indicators/ Outputs** |
| **Customer Service** | Provision of high quality direct service to residents, ratepayers and other external customers of the Carpentaria Shire Council. This service includes:   * Provide front-line customer service functions as part of the Customer Service Team. This would include telephone, reception, counter, cash receipting, petty cash and a range of clerical duties. * Use a variety of information management systems including customer request management systems, GIS, property, financial, animal registration, venue booking and key control systems. * Maintain office stationery, printer/copier consumables, and lunchroom supplies ensuring adequate supplies are held and orders placed for timely resupply. * Process orders and maintain Corporate Wardrobe Allowance register for Councillors and staff. * Follow through on all commitments made to customers in relation to requests, enquiries and complaints; * Liaise and problem solve with other sections of the Council when required to provide the relevant services to the customer. * Undertake daily run including delivery and collection of mail, daily banking, and delivery of public notices. * Participate in a Customer Service dynamic team environment. * Provide word processing, data entry, records filing services * Process incoming Mail in accord with established mail procedures * Other duties as directed by the Manager of Finance and Administration or Director Corporate Services. | * Daily and Monthly reconciliation of Normanton Admin Float and Petty Cash * Up to date Public Notices on community and other public notice boards * Maintain integrity of Animal Register Module * Process stationery and uniform orders every four months * Less than 12 Customer Service related complaints per year * No more than 2 days old banking * Process bond refund within 24 hrs from receipt of facilities hire checklist * Up to date Outgoing Mail Registers, Gym Membership Registers * monthly review of outstanding customer service requests and emails |

## Required Skills, Knowledge and Qualifications

### Essential

* Ability to manage time, set priorities, plan and organise own work
* Sound communication skills, written or verbal as necessary including personal, telephone, and computer data communications
* Good proficiency in data entry skills
* Sound administrative skills
* Attention to detail
* Proficient computer skills with a working knowledge and an intermediate to high level of competency in Microsoft Office Word, Outlook and Excel, web based products and information management systems
* Demonstrated ability to maintain a high degree of confidentiality relating to staff and customers
* Demonstrated competency in the use of modern telephone systems and a courteous telephone manner.

### Knowledge

Essential

* Knowledge and understanding of good customer service principles
* Knowledge of cash handling and receipting

Desirable

* Knowledge of customer service principles and practices in a local government context

### Qualifications/Licenses

* Current class "C" manual driver's licence.

## Workplace Health & Safety and Equal Employment Opportunity Requirements

## *Work Health and Safety (WHS)*

* Follow safe practices and procedures to perform your duties in a manner that does not put yourself or others at risk of harm
* Actively participate in WHS inductions and training
* Participate in the development of safe work method statements and risk assessments with your supervisor when required.
* Wear personal protective equipment (PPE) in the prescribed manner and when required.
* Participate in workplace inspections if required.
* Take care of any plant or equipment of any kind, including telecommunication devices.
* Report all hazards, near misses and damage to Council’s property to the responsible Supervisor.

***Injury Management***

* Report all injuries or illnesses to the responsible Supervisor immediately
* If injured at work, actively cooperate and participate with injury management obligations and return to work plans if applicable.

***Risk Management***

* Report any potential public liability and professional indemnity exposures in your workplace to the responsible Supervisor.

***Equal Employment Opportunity (EEO)***

* Recognise the skills and talents of other staff members.
* Treat people fairly.
* Act to prevent bullying, harassment and discrimination against others in your workplace.
* Respect differences among your colleagues and customers such as cultural and social diversity.