

POSITION TITLE:	Customer Service Trainee
POSITION NUMBER:	10703
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	Local Government Apprentice/Trainee Wage Conditions
REPORTS TO:	Manager Customer Service
DEPARTMENT:	Commercial and Corporate Services

ABOUT US

Our vision

A progressive region creating opportunities for all.

Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

Our values

- Respect and integrity
- Accountability and transparency
- Providing value
- Commitment and teamwork

OBJECTIVE OF THIS ROLE

The Customer Service Trainee will be responsible for assisting the Customer Service team to complete a range of operational and administrative service functions that work to support the community and the organisation, including managing and directing enquiries, data entry and record keeping. Through practical experience and exposure to a range of tasks, the Customer Service Trainee will gain insight into local government processes while undertaking a Certificate III in Business.

KEY RESPONSIBILITIES IN THIS ROLE

- 1. Customer Experience.** Deliver a positive customer experience by exercising sound judgment and initiative in alignment with strategic documents as required.

2. **Financial.** Assist to undertake financial transactions, cash handling, receipting and banking processes in accordance with established procedures.
3. **Data Integrity.** Assist with accurate and efficient data input and records management using a range of council databases and software packages.
4. **Support.** Assist and provide administrative support to various departments across the organisation, requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work.
5. **Safety and training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved.
6. **Training and Development.** To actively participate in ongoing training and self-development to achieve continuous improvement for yourself and council, including the completion of the trainee qualification.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting manager.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Mandatory:

- Sound knowledge of Microsoft Office Suite.
- Sound written and oral communication skills.
- Have a professional attitude.
- Be punctual and reliable.
- Be a confident communicator.
- Motivated with good problem-solving skills.
- Interested in and having a genuine commitment to working in a customer and community facing role.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Willingness to undertake requirements to successfully complete the associated qualification.

Desirable:

- Minimum of Queensland C class provisional drivers' licence.

WORK ENVIRONMENT, PHYSICAL AND PSYCHOSOCIAL DEMANDS

INDOOR: This position requires the employee to primarily work indoors and carry out activities which may include constant hand functions, constant seated postures, occasional forward reaching, occasional standing, frequent neutral neck postures, occasional walking, frequent dynamic neck movement, lifting up to 10kg, carrying up to 10kg.

CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.

3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Local Government Act 2009 (Qld)* and *Work Health and Safety Act 2011 (Qld)*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to this position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a position on a temporary basis, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to Work in Australia
- Medical Assessment
- Criminal History Check
- Reference checks
- Licence check (if applicable)
- Funding eligibility checks

CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward-looking perspective, and delivering successful outcomes within agreed parameters.	1
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	1
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	1
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	1

Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	1
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	1
Customer service	Aligning your behaviour with the council Customer Service Charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can-do approach.	1
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	1

A copy of the Competency Handbook is available on the Central Highlands Regional Council website.

GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional 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 the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any competency, licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said competency/licence/qualification.

Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date