

Position Description

CORPORATE INFORMATION

Position title	Officer – Customer Contact		
Directorate	Corporate and Community Services	Branch/Section/Unit	Customer Contact Section
Position number	1381	Level	2
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Supervisor – Customer Contact		
Direct reports	Nil		
Indirect Reports	Nil		

SCOPE OF POSITION

Position Summary

This position is responsible for the delivery of a high quality, professional and positive customer service experience, applying Council's policies and procedures to provide assistance to customers during their interactions with Council. The primary role of this position is to respond to a variety of customer requests and enquiries via phone, online and over the counter.

Key Responsibilities of the Role

- Provide accurate, timely, consistent and complete information to internal and external customers through first contact resolution within a demanding contact centre environment.
- Effectively and efficiently manage service requests, complaints, compliments, general enquiries and transactions through the identification and assessment of the customer's needs.
- Work effectively as a member of the Customer Contact team maintaining internal and external customer relations.
- Undertake accurate and timely receipting of Council payments and daily banking reconciliation in accordance with policies and procedures.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence that is current and maintained.

Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated high level of verbal, written and active listening communication skills with the ability to relate and adapt to internal and external customers at all levels either face to face, via the telephone or online.
- Demonstrated experience in a high demand customer service environment with skills/training/experience in conflict management/resolution, managing difficult behaviours or similar.
- Ability to understand and apply policies and procedures when responding to customer requests to ensure the provision of excellent customer service in an accurate and timely manner.
- Demonstrated ability to work autonomously or cooperatively in an integrated team environment by developing effective working relationships with a variety of stakeholders.
- A commitment to ongoing development by taking a proactive approach to continually improving skills and abilities.
- Experience or exposure to customer request management (CRM) systems and practices.

Desirable Knowledge/Skills/Qualifications Criteria

- Formal qualification in business, customer service or related field.
- Experience in a fast paced operational contact centre environment.

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- an ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg
- an ability to walk up and down stairs whilst occasionally carrying weights up to 15kg
- an ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Occasional out of hours work (including weekends).
- Occasional travel to other work locations within Gympie Region.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

To be the *natural* choice to live, work and play.

Council's Values

Accountable – we take responsibility for our actions. We will be accessible and fair.

Consistent – our actions will reflect Council's guidelines and practices at all times.

Appreciative – we value the opportunities we have and that we look for the best in our people, our organisation and our community.

Communicative – we will keep people informed, consult with the community and will actively listen to and respond to their input.

Respectful – we treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

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POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.