# POSITION: Customer Service Trainee

CLASSIFICATION: National Training Wage

EMPLOYMENT STATUS: Full Time Fixed Term (12 months)

**THE ORGANISATION**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment.  We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities.  Our values are present in what we do and how we do it.  With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating ‘a great place for us’.

**Click** [**HERE**](http://www.southgippsland.vic.gov.au/downloads/file/443/organisational_structure_-_as_at_1_july_2015pdf) **to view Councils entire organisation chart**

**THE POSITION**

The purpose of Customer Service Officer Trainee position is to consistently provide high levels of frontline reception and telephone services to residents and visitors to the Shire, assisting with general enquiries, processing payments and providing administrative support to the organisation.

The key responsibilities of this role include:

* Consistently delivering high levels of quality customer service and displaying appropriate professional behaviours and team work.
* Provide information to a wide range of stakeholders (particularly community and staff; others with direction from Team Leader or Manager) with relevant information regarding Council activities and services.
* Maintaining a high level of knowledge of products and services that Council offers to its customers.
* Handling, with the aim to resolve where appropriate, initial customer complaints or disputes in line with Council’s Complaint Handling Policy.
* Processing all cash receipting in accordance with Council standards.
* To proactively communicate with our customers, primarily in relation to their requests, feedback and concerns.
* Process miscellaneous applications and bookings.
* To accurately and promptly maintain and update relevant customer service data bases.

Successful completion of all necessary training modules and practical work in accordance with the requirements of the Traineeship (Certificate III in Business) including:

* Preparation of general correspondence
* Preparation of meeting agendas and minutes
* Counter enquiries
* Set up calendar appointments for meetings (organise schedules)
* Create electronic presentations
* Produce spreadsheets
* Organise workplace information
* Utilise the document management system
* Contribute to workplace innovation
* Participate in OHS processes
* Specific projects and tasks related to the Traineeship which will be assigned throughout the program.

Please follow the links provided for further information on:

* South Gippsland Shire Council [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)
* South Gippsland region [www.visitpromcountry.com.au](http://www.visitpromcountry.com.au)
* Gippsland region [www.visitvictoria.com/Regions/Gippsland](http://www.visitvictoria.com/Regions/Gippsland)

To seek further information on this position, or to discuss this employment opportunity further, please contact Alyssa Knox, Customer Service Coordinator on 5662 9200

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

**Judgement & Decision Making Judgement & Decision Making**

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| Accountability & Extent of Authority | |
| Generic | Role Specific |
| * Specific guidelines but scope to exercise some discretion. * Work under general supervision. * Freedom to act limited but able to plan work at least several days in advance. * Often providers of information & support. | * Accountable to the Customer Service Senior Officer for the efficient and effective operation of the switchboard and carrying out reception and associated duties. * Authority to sign delivery dockets when goods are received at the Shire Office. * Accountable for the accurate receipting, processing and balancing of cash, cheques and credit card information. * Authority to open and close office, making sure all monies, cheques etc. are placed in safe and locked. * Authority to issue dog/cat registration tags. * Authority to process payments received. * The incumbent is required to liaise on a regular basis with the Customer Service Senior Officer to ensure adherence to the work objectives. * Follow the department’s specific guidelines, processes and procedures. * Accountable to the Manager / Coordinator you are assisting. * Authority to plan work load and manage time at least several days in advance. * Provide assistance to internal and external customers under the guidance of the Manager / Coordinator. * Contribute to emergency management activities when required and directed by the Manager / Coordinator. * Follow effective risk management practices, identify hazards in the workplace and actively contribute to a safety culture. |

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| Judgement & Decision Making | |
| Generic | Role Specific |
| * Procedures well understood, clearly documented. * Guidance & Advice always available within time to make a choice. | * The ability to suggest to management improvements to administrative procedures or office equipment relating to the position. * The ability to quickly determine the needs of customers and determine the most appropriate person to provide the information or advice. * Make decisions in line with established policies, procedures and legislation. * Procedures are usually clearly defined and documented. The incumbent understands and contributes to producing and reviewing procedures. * Consideration to be given to the level of confidentiality to apply to any given situation/issue. * May assist other employees on routine matters. |

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| Specialist Knowledge & Skills | |
| Generic | Role Specific |
| * Limited degree of skill. * Understanding of technology, procedures & processes within operating unit. * Proficiency in standard procedures, practices, Acts/Regulations, understanding of precedents. * Understanding of organisational context including regulations, unit goal & perhaps wider organisational goals. | * Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities. * Ability to operate software applications including Microsoft Word and Excel, Outlook, Customer Request and Receipting modules and general office equipment. * Well-developed customer service skills and communication skills. * Ability to interact with Council’s customers in a friendly and positive manner. * Knowledge and understanding of Occupational Health and Safety requirements. * An overview of the services provided by Council and a knowledge of responsibilities within the organisation. * Ability to operate office equipment in accordance with relevant operating standards. * Ability to produce work, which is timely and accurate. |
| Management Skills | |
| Generic | Role Specific |
| * Basic skills in managing time, planning & organising own work. * Basic knowledge of personnel practices. | * Ability to plan and complete work within specified times. * Ability to adapt to changes in the work area. * Ability to provide on the job training and guidance to fellow employees, on routine matters, with regard to customer service, communications and administrative processes and procedures. |

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| Interpersonal Skills | |
| Generic | Role Specific |
| * Oral & written communication with clients, employees & members of public. * Resolve minor problems. * Able to gain cooperation & assistance from clients, employees & public of well-defined activities. | * Well-developed written and verbal communication skills. * The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team. * The ability to communicate tactfully and diplomatically with staff and the general public. * Strong customer focus. * Gain co-operation and assistance from team members for the purpose of achieving set tasks and objectives. |
| Qualifications & Experience | |
| * Eligible for admission to a Business Administration traineeship. * Completion of Year 12 (VCE) or equivalent. * Strong computer skills and experience with Microsoft Office suite. * Well-developed communication and customer service skills. * Short industry training course or some on-the-job work experience. | |
| Role Specific Selection Criteria | |
| * Ability to complete a TAFE level Certificate in Business Administration. * Enthusiasm for self-development and desire to use this opportunity to enhance career prospects. * An interest in customer service. * Attention to detail. * Computer literacy. * Written communication skills. * Verbal communication and interpersonal skills. * Completion of Year 12 (VCE) or equivalent. | |