

POSITION DESCRIPTION	
<b>Title:</b>	Customer Services Officer
<b>Group:</b>	Customer Services
<b>Reports to:</b>	Team Leader Counter/Phone
<b>Grade:</b>	10
<b>Hours:</b>	35 hours per week, 21 hours per week, Casual
<b>Vehicle:</b>	No
Position Purpose	
Provide quality customer services to internal and external customers	
Qualifications and Experience <i>(Minimum required/essential for success in the job)</i>	
<p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• Certificate III in customer service, business administration or other relevant discipline.</li> <li>• Substantial relevant experience</li> <li>• Demonstrated customer service skills</li> <li>• Demonstrated written and oral communication skills</li> <li>• Demonstrated ability to organise and prioritise work duties</li> <li>• Demonstrated ability to work and contribute to a team environment</li> <li>• Demonstrated ability to be self-motivated and reliable, and to work with minimal supervision</li> <li>• Computer skills including the ability to adapt to new software programs and understanding of information systems</li> <li>• Experience in making suggestions for improvements to a quality management system or suggestions for other business improvements</li> </ul>	

**Desirable:**

- Certificate IV in customer service, business administration or other relevant discipline
- Experience working in a multi-task team
- Current Class C driver's licence
- Justice of the Peace (JPs) Certificate
- Cash handling experience

**Main Activities/Tasks**

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

- Timely and courteous delivery of customer service across all Council functions to both internal and external customers through telephone, over the counter and written enquiries.
- To ensure effective teamwork
- Accurate and timely maintenance of council records using computer based information systems
- Assist customers in the use of technology and equipment
- Be fully aware of and follow strictly all approved cash handling procedures for the Customer Services Department
- General administrative duties including photocopying, faxing and scanning duties.

**Work Health & Safety**

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

**Organisational Values**

- Apply and demonstrate the key organisational values – integrity, respect, service, adaptability, collaboration and safety.