

To apply for this position, please answer the questions on the advertisement.

POSITION DESCRIPTION	
Title:	Customer Services Officer
Group:	Customer Services
Reports to:	Team Leader Counter/Phone
Grade:	10
Hours:	35 hours per week
Vehicle:	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><u>Essential:</u> To apply for this position, please answer the questions on the advertisement.</p> <ul style="list-style-type: none"> • Certificate III in customer service, business administration or other relevant discipline. • Substantial relevant experience • Demonstrated customer service skills • Demonstrated written and oral communication skills • Demonstrated ability to organise and prioritise work duties • Demonstrated ability to work and contribute to a team environment • Demonstrated ability to be self-motivated and reliable, and to work with minimal supervision • Computer skills including the ability to adapt to new software programs and understanding of information systems • Experience in making suggestions for improvements to a quality management system or suggestions for other business improvements <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • 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.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- To conduct yourself at all times in accordance with Council's Core Organisation Values when dealing with Council, Community, Customers and Councillors (4C's).

Organisational Values

- Apply and demonstrate Council's Core Organisation Values - Collaboration, Accountability, Integrity, Respect, Sustainability