

Position Details	
Position Title	Customer Service Officer
Reference Number	1141
Employment Type	Permanent Full-Time
Location	Thursday Island
Minimum Award/Classification	LGIA 2017 Stream A, Division 2, Section 1 - Level 2 38 h/w TSC Certified Agreement 2019
Maximum Award / Classification	LGIA 2017 Stream A, Division 2, Section 1 - Level 2 38 h/w TSC Certified Agreement 2019
Roster Pattern	19-day month
Position Summary	<p>Customer Service Officer</p> <p>Reference Number: 1141 Salary Range: \$59,727.72 plus allowances Location: Thursday Island Close Date: Friday, 10 December 2021</p> <p>Reporting to the Manager Business Services, this key corporate service position will ensure excellent delivery of customer service and various administrative business transactions within Council and accessing Council facilities and services.</p> <p>The individual we are seeking will be a mature highly skilled professional, who is a team player working proactively in a busy work environment. You will need to be able to work autonomously as well as in a team.</p> <p>Ideally, the successful applicant will have: -</p> <ul style="list-style-type: none"> • Certificate III in Business Administration or higher (desirable) • Ability to handle and balance cash • Good written and verbal communication skills • Good interpersonal skills and telephone manner • Ability to work after hours and week ends as required. • Current drivers' licence (desirable) <p>For a full listing of the Key Duties and Responsibilities and full Selection Criteria please download a copy of the Position Description.</p> <p>In return we offer the following benefits: -</p> <ul style="list-style-type: none"> • Great team environment • 19-day month • 5 weeks annual leave • 12% contribution to superannuation • Annual leave loading • Locality Allowance • Remote Area Travel Expense • Subsidised health and well-being membership (gym / swimming pool) • On-going opportunities for learning and development

	<p>How to apply: Your application must be addressed to the “Chief Executive Officer” emailed to employment@torres.qlds.gov.au and must consist of the following:</p> <ul style="list-style-type: none"> • Cover letter addressing the key selection criteria. • Copy of your resume. <p><i>Applications not addressing the full selection criteria will not be considered.</i></p> <p>Pre-Employment Assessment: As part of the selection process, applicants may be required to undertake some or all of the following pre-employment assessments / checks: -</p> <ul style="list-style-type: none"> • Pre-employment medical, which will include a functional capacity assessment and drug and alcohol test. • National police / criminal history check • Numeracy and Literacy Assessment • Computer Skills Assessment • Qualification / Licence Verification • Right to Work in Australia Check • Psychometric testing <p>Employment Eligibility: To be eligible to apply for a position at Torres Shire Council, you must fulfil one of the following criteria: -</p> <ul style="list-style-type: none"> • Permanent resident of Australia • Australian Citizen • New Zealand Citizen • Entitlement to work visa
<p>Selection Criteria</p> <p>Please provide a written response for each Selection Criteria.</p>	<p>SC1: Previous experience in a similar role. SC2: Good customer focus and service skills SC3: Good organisational skills. SC4: Ability to communicate and consult effectively with a multi-cultural community and identify with Aboriginal and Torres Strait Island people and interests. SC5: Good interpersonal skills and telephone manner SC6: Ability to handle and balance cash SC7: Intermediate computer skills – MS Word/Excel Outlook</p>
<p>Contact Person</p>	<p>Torres Shire Council Human Resource Manager</p>
<p>Contact Number</p>	<p>07 4069 1336</p>
<p>Contact Email</p>	<p>employment@torres.qld.gov.au</p>
<p>Closing Date</p>	<p>10/12/2021</p>
<p>Please note that this position will close at 5pm (AEST) on the closing date. Please ensure your application is added before this time as we do not accept late applications</p>	