

**POSITION DESCRIPTION****PART 1 – POSITION DETAILS**

<b>Position Title:</b>	Customer Service Officer
<b>Classification Level:</b>	LGIA Stream A, Division 2, Section 1, Level 3
<b>Industrial Instruments:</b>	Torres Shire Council Certified Agreement 2022
<b>Date prepared/ Updated:</b>	March 2025
<b>Position Purpose:</b>	The main focus of this position is to be responsible in the provision of excellent customer service in person and over the telephone assisting with routine inquiries for information, transaction of business with Council and accessing Council facilities or services.
<b>Reports To (Position Title):</b>	Business Services Manager
<b>Roles Reporting to This:</b>	Nil
<b>Key Relationships / Interactions:</b>	<ul style="list-style-type: none"><li>• Members of the Public</li><li>• Other Council Staff both Internal and External</li></ul>
<b>Decision Making Authority:</b>	The Chief Executive Officer, in accordance with the provisions of the <i>Local Government Act 2009</i> , will delegate authority to exercise such powers, delegations and judgements as determined necessary from time to time to enable the effective fulfilment of the requirements of the position. <ul style="list-style-type: none"><li>• The position is accountable to the Director, Corporate &amp; Community Services.</li></ul>

I hereby agree to abide by Council values and the *Local Government Act 2009* and that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the selection criteria represent the minimum requirements to perform the duties at the current level.

<b>Signature of Incumbent:</b>	
<b>Print Name:</b>	
<b>Date:</b>	/ /

**PART 2 – KEY RESPONSIBILITIES**

Key Result Area	Major Tasks
<b>Job Specific Responsibilities</b>	<ol style="list-style-type: none"> <li>1. To be responsible in the provision of excellent customer service in person and over the telephone assisting with routine enquiries for information, transaction of business with Council and accessing Council facilities or services.</li> <li>2. Welcome all clients, answer all incoming calls and take appropriate action including redirection of calls and message taking.</li> <li>3. Immediately respond to customer needs or concerns to ensure the highest standard of service.</li> <li>4. Process receipts by mail and cash receipts.</li> <li>5. Perform till balancing, cash reconciliations and banking as required.</li> <li>6. Confidently accept customer bookings and maintain booking registers for Council facilities.</li> <li>7. Prepare Conference room for meetings.</li> <li>8. To provide relief to Records, attending to incoming and outgoing mail, other records management functions.</li> <li>9. Undertake other suitable work duties as directed by the Director Corporate &amp; Community Services.</li> </ol>
<b>Supervisory Responsibilities</b>	Nil
<b>Communication &amp; Interpersonal Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Create a welcoming atmosphere by engaging all people in a friendly and approachable manner.</li> <li>2. Work as part of a team and show professionalism.</li> <li>3. Punctual in both attendance at work and staff meetings.</li> <li>4. Maintain high standards of presentation and personal grooming.</li> <li>5. Comply with Council's Code of Conduct.</li> </ol>
<b>Legislative Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Corporate recordkeeping is the responsibility of all staff. This position is required to comply with the Councils 'Corporate Recordkeeping' Policy and associated procedures.</li> <li>2. Observe Council's policies and procedures to ensure compliance with all relevant legislation, including: <ul style="list-style-type: none"> <li>• <i>Local Government Act 2009</i></li> <li>• <i>Local Government Regulations 2012</i></li> <li>• <i>Human Rights Act 2019 (QLD);</i></li> <li>• <i>Public Sector Ethics Act 1994;</i></li> <li>• <i>Industrial Relations Act 2016</i></li> <li>• <i>Workplace Health and Safety Act 2011;</i></li> <li>• <i>Workplace Health and Safety Regulation 2011;</i></li> <li>• <i>Workers Compensation and Rehabilitation Act 2003</i></li> <li>• <i>QLD Crime and Corruption Act 2001</i></li> <li>• <i>Commonwealth Disability Discrimination Act 1992;</i></li> <li>• <i>Commonwealth Age Discrimination Act 2004;</i></li> <li>• <i>Commonwealth Racial Discrimination Act 1975</i></li> <li>• <i>Commonwealth Sex Discrimination Act 1984</i></li> <li>• <i>Environmental Protection Act 1994;</i></li> <li>• <i>Environmental Protection Regulation 1998;</i></li> <li>• <i>Equal Opportunity in Public Employment Act 1992;</i></li> <li>• <i>Anti-Discrimination Act 1991;</i></li> </ul> </li> </ol>



	<ul style="list-style-type: none"> <li>• <i>The Public Records Act 2002;</i></li> <li>• <i>Public Interest Disclosure Act 2010.</i></li> </ul>
<b>Workplace Health and Safety Responsibilities</b>	The employee will assist in ensuring the work environment complies with the Workplace Health & Safety Act, Regulations, Codes of Practice and Council's Safe Plan system, Safe Work statements, Policies and Procedures. Complies with instructions given by his or her Manager and / or Supervisor. Adhere to the workplace health and safety legislation in reporting all accidents and potential hazards in a timely manner.
<b>Confidentiality and Privacy</b>	<ol style="list-style-type: none"> <li>1. Keep all confidential information, whether written or verbal, as well as any intellectual property developed, utilised or otherwise gained by the employee in the course of employment, completely confidential, even after completion of employment.</li> <li>2. Ensure compliance with: <ul style="list-style-type: none"> <li>• <i>Right to Information Act 2009</i></li> <li>• <i>Information Privacy Act 2009</i></li> </ul> </li> </ol>

**PART 3 – PERSON SPECIFICATION**

<b>Qualifications &amp; Experience</b>
<ol style="list-style-type: none"> <li>1. Certificate III in Business Administration, or higher qualification. (Desirable).</li> <li>2. Demonstrated ability in delivering customer service face to face and/or via electronic mediums.</li> <li>3. Experience in using initiative and working successfully with others.</li> </ol>
<b>Technical Skills &amp; Abilities</b>
<ol style="list-style-type: none"> <li>1. Mature, positive attitude, high level interpersonal skills and ability to interact positively with customers and team members.</li> <li>1. Aptitude and demonstrated ability in providing administrative support.</li> <li>2. Demonstrated ability to work productively with other staff to achieve objectives.</li> <li>3. Good level of verbal &amp; written communication skills.</li> <li>4. Ability to deal effectively with customers via the phone, face to face and/or other electronic medium.</li> <li>5. Good numeracy and literacy skills.</li> <li>6. Ability to use initiative and flexibility when resolving issues relating to tasks.</li> <li>7. Intermediate computing skills with demonstrated ability to learn new applications and effectively use established ones.</li> <li>8. Sound keyboard skills with a high level of accuracy.</li> </ol>

**PART 4 – SELECTION CRITERIA**

<b>Essential Skills, Experience &amp; Qualifications</b>
<ol style="list-style-type: none"> <li>1. Previous experience in a similar role.</li> <li>2. Good customer focus and service skills</li> <li>3. Good interpersonal skills and telephone manner</li> <li>4. Ability to handle and balance cash</li> <li>5. Identify as either Aboriginal or Torres Strait Islander</li> <li>6. Intermediate computer skills – MS Word/Excel Outlook</li> </ol>