

Position Details	
Position Title	Customer Service Officer
Reference Number	1141
Employment Type	Full-time
Location	Thursday Island
Minimum Award/Classification	TSC Certified Agreement 2022 QLGIA (Stream A) - Division 2 - Section 1, Level 3 / Level 1
Maximum Award / Classification	TSC Certified Agreement 2019 QLGIA (Stream A) - Division 2 - Section 1, Level 3 / Level 3
Roster Pattern	19-day month
Position Summary	<p>Customer Service Officer</p> <p>Reference Number: 1141 Salary: \$73,074 to \$73,314 plus allowances Location: Thursday Island Close Date: Friday 28th March 2025, 12pm</p> <p>The individual we are seeking will be a highly motivated 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 need to: -</p> <ul style="list-style-type: none"> • Hold a Certificate III in Business or Local Government; • Given the range of functions undertaken in the team, the successful candidate must be able to multitask as at any one time they will have to assist with administrative duties relevant to a various department within Torres Shire Council; • As part of this position the successful candidate must be able to exercise good customer focus and reasoning and able to problem solve; • The successful candidate must be able to complete tasks within tight timeframes; • The successful candidate must be able communicate professionally, calmly and effectively with the public, especially when dealing with sensitive matters such as public complaints or a distraught member of the public; <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 Allowance • Subsidised health and well-being membership (gym / swimming pool) • On-going opportunities for learning and development <p>How to apply:</p> <p>Your application must be addressed to the “Chief Executive Officer” and emailed to employment@torres.qld.gov.au and must include 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 • Entitlement to work visa <p>Torres Shire Council encourages applications from Aboriginal and Torres Strait Islander people.</p>
Selection Criteria	<p>SC1: Previous experience in a similar role. SC2: Good customer focus and service skills. SC3: Good organisational and communication skills. SC4: Ability to handle and balance cash. SC5: Intermediate computer skills – MS Word/Excel/Outlook SC6: Ability to learn council financial software</p>
Contact Person	Torres Shire Council Human Resource Team
Contact Number	07 40831 200
Contact Email	employment@torres.qld.gov.au
Closing Date	12pm, Friday 28/03/2025
<div style="border: 1px solid black; background-color: #e0f2f1; padding: 5px;"> <p>Please note that this position will close at 12pm (AEST) on the closing date. Please ensure your application is added before this time as we do not accept late applications</p> </div>	