



## EXTERNAL VACANCY CUSTOMER SERVICE OFFICER CORPORATE AND COMMUNITY

Level 2

*Queensland Local Government Industry (Stream A) Award – State 2017*

Salary \$64,825.00 to \$69,021.00 per annum

*(Dependent on qualifications and experience)*

An opportunity exists within Mount Isa City Council for a **Customer Service Officer** to join our Corporate and Community team. The purpose of the Customer Service Officer role is to provide the highest possible standard of customer service ensuring, the needs of Council's customer are met in a friendly, accurate and courteous manner.

### **The successful applicant will have:**

- Sound level of skill in the use Microsoft Office Suite;
- Sound time management skills;
- High level of confidentiality and ability to exercise discretion in a professional manner is essential;
- Well-developed interpersonal communication skills;
- Administration and Customer Service experience;
- Highly motivated and able to work autonomously with a high attention to detail;
- Provide administration, cash handling and customer service duties for the Council;
- Recording and registering of all documents onto Council's Electronic Data Management System adhering to recordkeeping policies and procedures;
- Provide excellent customer service in both face-to-face situations and on the telephone;
- Ensure accurate and up to date information is provided to the public at all times;
- Provide Council with effective and accurate data collection; and
- Provide and maintain high level of confidentiality.

**You are required to provide written responses to the Key Selection Criteria which is located in the back of the position description.**

**Applicants may be required to undertake and pass a pre-employment medical.**

### **The benefits of working for Local Government:**

Council offers excellent working conditions, generous superannuation benefits (up to 12%); 36.25 hour working week with Council's flexitime agreement and 5 weeks annual leave.

### **Applications/Enquiries:**

You will require the application form and Position Description to effectively respond to the Key Selection Criteria. Applications should be supported by full resumes, a completed application form and must address the Key Selection Criteria as detailed on the Position Description.

**Applications Close on Monday 10 May 2021 at 5pm.**

**PO Box 815 MOUNT ISA QLD 4825**

**Website: [www.mountisa.qld.gov.au](http://www.mountisa.qld.gov.au)**

**"Mount Isa City Council is an Equal Opportunity Employer with a non-smoking work environment"**

**Applicants must be eligible to live and work within Australia**



## Mount Isa City Council

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