MOUNT ISA CITY COUNCIL
POSITION DESCRIPTION

POSITION:	Customer Service Officer
EMPLOYMENT STATUS:	Full time contract
AWARD CLASSIFICATION:	Level 2 Queensland Local Government Industry (Stream A) Award - State 2017 in conjunction with Mount Isa City Councils Certified Agreement 2018
DEPARTMENT:	Corporate and Community
SECTION:	Customer Service

POSITION OBJECTIVE

To efficiently and politely provide the highest possible standard of customer service ensuring, the needs of Council's customer are met in a friendly, accurate and courteous manner.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Customer Service Coordinator
Supervises:	Nil

REQUIREMENTS OF THE POSITION
Skills and Knowledge and Experience

- 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;

Qualifications

- Certificate III Business Administration and or equivalent is desirable;
- Possess and maintain a current Queensland motor vehicle drivers' licence

Training

- Training deemed essential for the position in accordance with Councils Training Matrix.

KEY RESPONSIBILITIES

- Provide administration 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;
- Provide and maintain high level of confidentiality ;
- Out of ordinary hours work may be required;
- You are required to follow any other lawful and reasonable directives provided by your supervisor or more senior officer.
- Council reserves the right to change these duties at any time.

Physical Requirements

- It is an inherent requirement of the position to be able to occasionally lift weights up to 5 kg;
- Sit continuously for extended periods of time;

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

KEY PERFORMANCE INDICATORS

Specific requirements of the position are:

- All assigned tasks completed professionally and on time;
- Accountable for positive health and safety practices;
- High level of confidentiality maintained;
- A customer focused, proactive approach; dealing with members of the public and Council's internal stakeholders in a timely, courteous and professional manner is evidenced;
- High level of participation and commitment to team and corporate outcomes promoting best practice at all times;
- All liaisons carried out in a professional manner being a positive ambassador for Mount Isa City Council;
- Consistently meets corporate obligations;
- Actively supports and contribute to productivity and efficiency initiatives;
- Effective staff management and development following human resources policies and procedures;
- Promotes and complies with council policies and procedures.
- Effectively process customer complaints ensuring compliance with Councils Policy and Procedure.

DELEGATION AUTHORITY AND ACCOUNTABILITY

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Manual;
- Other delegations as determined by the CEO or Council.

ORGANISATIONAL COMMITMENTS

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

WORK HEALTH AND SAFETY

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Councils WH&S Officer and Supervisor.

GENERAL

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

Selection Criteria – Customer Service Officer

SELECTION CRITERIA		**WEIGHTING (%)**
SC1	Demonstrated experience in a customer service role including cash handling and call centre.	40%
SC2	Excellent communication and organisational skills.	20%
SC3	Sound level of skill in the use of MS Windows, MS Word, Ms Access, Excel and Electronic Mail.	20%
SC4	Demonstrated ability to integrate into an existing team environment.	10%
SC5	Able to demonstrate conflict resolution skills.	10%

AUTHORISATION

Director: Chileya Luangala

Signature: _____

Date: _____ / _____ / _____

Date originated: January 2017

Date reviewed: 23 September 2020

EMPLOYEE DECLARATION

I, the undersigned acknowledge receiving a copy of the Customer Service Officer Position Description:

Name: _____

Signature: _____

Date: _____ / _____ / _____