

# Customer Services Officer (x2)

## Position Outline

<b>Position</b>	Customer Services Officer (x2)
<b>Work Location</b>	Administration Building, 23 West Street
<b>Directorate</b>	Corporate Services
<b>Section</b>	Customer Service
<b>Reports to</b>	Coordinator, Revenue and Customer Services
<b>Annual Salary Band</b>	\$70,287.00 - \$74,836.00
<b>Classification</b>	Level 2, Mount Isa City Council Certified Agreement 2018
<b>Engagement Type</b>	Full-Time, Ongoing

### POSITION OBJECTIVE

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This position is 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.

### POSITION REQUIREMENTS

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- Demonstrated experience in a customer service role including cash handling and call centre.
- Sound level of skill in the use of MS Windows, MS Word, Ms Access, Excel and Electronic Mail.
- Demonstrated excellent communication and organisational skills.
- Demonstrated conflict resolution skills.
- Hold a current driver's licence.

### KEY RESPONSIBILITIES

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This position is responsible for the following areas and includes but is not limited to:

- 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.

### KEY PERFORMANCE INDICATORS

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- All assigned tasks completed professionally and on time.
- Accountable for positive health and safety practices.
- High level of confidentiality maintained.

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- 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.

### **WORK HEALTH AND SAFETY**

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All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

## WHAT'S IN IT FOR YOU?

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When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

## WE AT ISA...

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We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

## HOW TO APPLY

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### What to include in your application:

Please provide the following information to the panel to assess your suitability:

- Write a maximum 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

### Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/current-vacancies>; or
- Email Human Resources on [hr@mountisa.qld.gov.au](mailto:hr@mountisa.qld.gov.au)
- *Both word and PDF are accepted file formats.*

### Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***

<b>Creation Date</b>	January 2017
<b>Reviewed Date</b>	24 October 2023
<b>Contact</b>	Human Resources 07 4747 3389
<b>Closing date</b>	6 November 2024