



Customer Service Officer

Position Description

Incumbent:	VACANT
Position Number:	8009
Directorate:	Corporate Services
Team:	Administration
Position Status:	Full Time
Classification:	QLGIA (Stream A) Level 3
Current Level:	
Reports to:	Administration Manager
Accountable for:	Nil
Located:	Longreach
Revised:	October 2022

Our Vision

The communities of the Longreach Region, with their individual identities and a proud heritage, will be characterised by their cohesive and inclusive nature, making the region a location of choice for business investment and outback living.

Reaching a population of 5,500 by 2027, the Longreach Region will be characterised by strong communities and a vibrant economy driven by skills and innovation in a diversity of traditional and new industries.

Our Mission

Council's Mission is to deliver decisive leadership in making locally-responsive, informed and responsible decisions, providing the highest-quality services and facilities to all communities of the Longreach Region.

Our Eight Core Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking



Position Objective

Act as first point of public contact, and provide efficient and friendly customer service to external and internal clients. Undertakes clerical and administrative functions to support the Administration sections. Maintain good public relations and treat relevant work related information as confidential whilst maintain an attitude of honesty, loyalty and trust. Where possible, use creativity and initiative in solving work related problems or improving the Council's productivity or delivery of services to the community.

Position Responsibilities

- Provide telephone and counter duties as required. Screen incoming telephone calls on behalf of the supported Department in a sensitive and confidential manner. Redirect to appropriate staff as required;
- Provide quality frontline customer service representing Council in a positive and professional manner;
- Deal courteously and efficiently with enquiries received in person, by telephone, fax or email;
- Ensure front foyer is open at appropriate times as well as raising flags, turning all lights and air conditioner on;;
- Maintenance of forms disseminated from Front Counter;
- Update existing work procedures to meet objectives of Front Counter functions;
- Maintain organisation key and toggle register along with issuing of toggles to community members for access to Council facilities;
- Purchasing activities including raising requisitions, goods receivables and assisting with the procurement of services and goods.
- Process and receipt all funds received in person, telephone and by mail;
- Maintain petty cash records and arrange reimbursements;
- Exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work, including the meeting of deadlines;
- Provide administrative support to the Administration Manager and others as requested;
- Process and assign Customer Service Requests within councils Customer Service System (SynergySoft)
- Other duties as directed by accountable supervisor and Chief Executive Officer

Position Requirements

Skills

- Highly developed customer service skills including telephone skills
- Highly developed communication skills – written and verbal
- Highly developed public relation skills
- Developed time management and organisational skills
- Developed typing, keyboard and data entry skills

Knowledge

- A strong understanding of how to maintain a safe working environment
- High level of skills and knowledge in multiple software applications.

- Knowledge or ability to rapidly acquire knowledge of Council's policies and procedures and relevant Local Government legislation.
- Knowledge and understanding of administration processes, practices and support.
- Knowledge and understanding of quality customer service principles.

Mandatory Experience/Qualifications

- Demonstrated experience in office administration
- Certificate III in Business Administration or similar
- Ability to maintain strict confidentiality and discretion.
- Relevant experience in using the Microsoft suite of packages including Word, Excel, Email
- Excellent skills in negotiation, public relations and conflict resolution
- Current "C" Class Drivers Licence

Desirable Experience/Qualifications

- At least one years experience in a similar position

Delegations and Authorisations

Nil with this position

Physical Requirements

Physical Demand Category

- Sedentary Work
- Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- Heavy Work – Frequent lifting/carrying of objects weighing up to 20kgs.

Audio-Visual Demands

- Depth Perception Colour Discrimination Peripheral Vision Hearing

Specific Actions Required

This job may include:

Standing/Walking

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Sitting

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Driving

- None
- Occasional
- 1-4 Hours
- 4-6 Hours
- 6-8 Hours

Work Environment

Attribute	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Repetitive Motions

Simple Grasping Fine Manipulation Pushing & Pulling Finger Dexterity Foot Movement

This Job Will Require

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


Plant operation with maximum seat rating of 150kgs

Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and **LRC- SMS (Longreach Regional Council's - Safety Management System)** incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

The following statements apply to the WHSA to provide advice to employees, including permanent, part-time and casual employees. Your responsibilities include:

1. Setting a good example for staff to follow and encourage a positive attitude to health and safety, ensuring a safe work environment and safe system of work is provided for all employees, contractors, visitors and volunteers;
2. Comply with the Health and safety duties and Duty of Care requirements as specified within the *Work Health and Safety Act 2011 Part 2* with particular attention to *S19 Primary duty of care for Person Conducting a Business or Undertaking (PCBU)* responsibilities;
3. Implementing, maintaining and coordinating the LRC- SMS (Longreach Regional Council's - Safety Management System);
4. Advising the organisation in the prevention and resolution of WH&S issues and providing advice to management when required in relation to WH&S decision-making;
5. Providing advice, monitor and report on the WH&S Management Plan and Monthly Action Plans;
6. Adhere to the LRC-SMS by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
7. Timely reporting all accidents, incidents minor injuries, near misses and property damage to Senior Management (including reporting of Notifiable incidents to the required statutory bodies as required). Coordinating the investigations of all incidents (including injuries, illnesses, near misses and dangerous occurrences) throughout the organisation;
8. Informing the CEO about the overall state of WH&S through investigating and reporting hazards and incidents (including injuries, illness and accidents);

- 
9. Monitoring Key Performance Indicators of the organisation and its operations, and advising management of trends;
 10. Striving to meet and/or exceed Key Performance Indicator requirements that have been set by management;
 11. To comply with instructions given for WH&S at a workplace by the employer;
 12. Remain on call as the first person to be contacted by the TMC after hours call centre for action response after activation of NAVMAN System Distress alarms;
 13. Monitoring trends of incidents (including injuries, illnesses, near misses and dangerous occurrences) and providing reports on incident statistics to management and the WH&S Committee;
 14. Providing performance reports to senior management on the progress of the Key Performance Indicators outlined in the WH&S Plan;
 15. Developing and implementing corporate WH&S policies, procedures and work instructions as required, and maintaining the corporate WH&S procedure manual;
 16. Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers;
 17. Developing and / or assisting with the provision of WH&S educational and training programs;
 18. Advising supervisors and staff relating to the wearing of all required uniforms and personal protective equipment, ensuring that the equipment is worn correctly, after providing proper instruction in its use;
 19. Not to wilfully or recklessly interfere with or misuse anything provided for WH&S at the workplace;
 20. Not to wilfully place at risk the WH&S of any persons at the workplace including yourself;
 21. Performing all work and associated functions in a safe, efficient and effective manner;
 22. Conducting or participating in carrying out the identification of hazards, conducting risk assessments, and implementing corrective action to eliminate hazards where possible and / or control risks in the workplace;
 23. To report hazards and risks in accordance with WH&S procedures;
 24. Establishing and maintaining a high standard of housekeeping within your individual work area(s) and generally within the Longreach Regional Council's area of responsibility;
 25. Providing information to employees through team meetings, toolbox talks, information sessions or specific training (e.g. Take 5s etc.) as required in relation to WH&S;
 26. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures;
 27. Liaising with the CEO (or delegated officer), the WH&S Representatives and the Workplace Rehabilitation Coordinator on respective WH&S issues;
 28. Develop and monitoring the hazard inspection system throughout the organisation, conducting documented random inspections of all areas;
 29. Maintain a RAP (Rectification Action Plan) System to monitor outstanding items through to close out;
 30. Conducting annual WH&S audits including management systems and compliance (either total systems audits, spot audits or assessment within the organisation);
 31. Attend all WH&S Committee meetings.



Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Margaret Gatt, Acting Director of Corporate Services
Signature:	
Date:	VACANT
Present Incumbent:	
Signature:	
Date:	