



## Schedule 2 – Position Description

<b>Position Name:</b>	Business Support Officer – Customer Service
<b>Position Number:</b>	8009
<b>Directorate:</b>	Finance
<b>Team:</b>	Innovation and Business Support
<b>Position Status:</b>	Permanent Full Time
<b>Classification Level:</b>	Queensland Local Government Industry (Stream A) Award Level 3
<b>Reports to:</b>	Customer Service Coordinator
<b>Located:</b>	Longreach
<b>Revised:</b>	April 2025

### Our Vision

Connecting Council and Community

### Our Mission

Delivering Excellent Services

### Our 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

The Customer Service Business Support Officer will be responsible for delivering a range of operational, administrative, and customer service functions. This role involves providing exceptional service to both internal and external customers, ensuring a positive experience at the first point of contact. The Officer will maintain professionalism, efficiency, and confidentiality in all customer interactions, fostering good relationships with staff and the public.

## Position Responsibilities

Functional Areas	Key Accountabilities
Customer Service	<ul style="list-style-type: none"><li>• Assist with a broad range of customer requests, using high level interpersonal skills to clearly determine requirements, manage expectations and provide advice where appropriate;</li><li>• Take ownership of customer needs and issues, working collaboratively with all Council departments to identify organisational responses that ensure effective and timely resolutions within agreed timeframes;</li><li>• Provide quality frontline customer service, representing Council in a positive and professional manner;</li><li>• Deal courteously and efficiently with customers of diverse backgrounds and skillfully negotiate cooperation from difficult customers; and</li><li>• Process and assign Customer Service Requests within councils Customer Service System (SynergySoft), and follow up with relevant department representatives to ensure requests are actioned and customers are kept informed of the progress of their requests.</li></ul>
Administrative Support	<ul style="list-style-type: none"><li>• Oversee the front foyer including the raising the outdoor flags, relevant content on the TV and on the brochure display table;</li><li>• Manage and distribute forms from the Front Counter, consulting with Council departments to understand their purpose and assist customers with completion as needed;</li><li>• Assist in maintaining Council website content;</li><li>• Maintain organisation toggle register along with issuing of toggles to community members for access to Council facilities; and</li><li>• Provide project &amp; general administrative assistance to all Council Department, as requested.</li></ul>

Financial and Procurement	<ul style="list-style-type: none"> <li>• Procurement activities including raising requisitions, goods receiving and assisting with the procurement of services and goods;</li> <li>• Undertake financial transactions, cash handling, receipting and banking processes in accordance with established policy and procedures; and</li> <li>• Maintain accurate and efficient data input and records management.</li> </ul>
Professionalism and Ethics	<ul style="list-style-type: none"> <li>• Exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work, including the meeting of deadlines.</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by your accountable supervisor or the Chief Executive Officer.</li> </ul>

## Key Relationships

Supervisor	Customer Service Coordinator	The Customer Service Business Support Officer will have an effective relationship with the Customer Service Coordinator and is responsive to their requests.
Works with - Internally	Innovation and Business Support Team, all internal staff members	The Customer Service Business Support Officer will have a positive relationship with their colleagues, which involves active collaboration, sharing ideas and working together to create a conducive environment.
Works with - externally	Customers, members of the community and other stakeholders	The Customer Service Business Support Officer will have an approachable, attentive, respectful relationship with customers, members of the community and other stakeholders.

## Inherent requirements

- **Excellent Interpersonal Skills:** High level of interpersonal skills to manage customer expectations and resolve issues.
- **Communication Skills:** Strong ability to clearly and effectively communicate with a wide range of people, both verbally and in writing.
- **Professionalism:** Ability to always represent Council in a positive and professional manner.
- **Confidentiality:** Ability to maintain confidentiality and sensitivity in handling customer information.
- **Medical clearance:** A pre-employment medical is mandatory for this role.

## Position Requirements

### Skills

- Able to demonstrate a commitment to Council's core values through personal action.
- Able to gain respect and create good working relationships across all levels of Council.

- Good attention to detail and a commitment to high quality work.
- Able to take initiative in improving processes to make them more efficient and effective.
- Excellent time management, organisation and planning skills with an ability to prioritise and manage own time and meet critical timeframes.

### Knowledge

- 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 Class 'C' Drivers Licence.

### Desirable Experience/Qualifications

- At least one years experience in a similar position

## Delegations and Authorisations

NIL.

## 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 25kgs.

### Audio-Visual Demands

- ☐ Depth Perception ☐ Colour Discrimination ☐ Peripheral Vision ☒ Hearing

### Specific Actions Required

This job may include:

Standing/Walking

- ☐ None
- ☐ Occasional
- ☒ 1-4 Hours

Sitting

- ☐ None
- ☐ Occasional
- ☐ 1-4 Hours

Driving

- ☐ None
- ☒ Occasional
- ☐ 1-4 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"/>

☐ 4-6 Hours  
☐ 6-8 Hours

☒ 4-6 Hours  
☐ 6-8 Hours

☐ 4-6 Hours  
☐ 6-8 Hours

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.

Employees of Longreach Regional Council have the following responsibilities for health and safety at work.

- Take reasonable care of their own health and safety and ensure that their actions do not adversely affect the health and safety of others.
- Comply with and follow all reasonable instructions for work health and safety (WHS) and cooperate with all reasonable WHS policies, procedures, guidance, instructions, and directions.
- To not intentionally or recklessly interfere with or misuse any substance or thing provided in the interests of WHS.
- Use Longreach Regional Council's WHS risk management approach, participate in risk assessments and assist in identifying and using control measures to eliminate or minimise WHS risks.
- Ensure safe work practices including operating and maintaining all machinery, equipment and plant in a safe way and holding licences and training where required.
- Report any worn out or defective tools or equipment or problems with tools and equipment.
- Comply with Council's induction and training requirements.
- Participate in meetings, training, consultation and other WHS activities such as inspections, incident investigations, and evacuation drills as required.
- Use, maintain and store personal protective equipment (PPE) in the appropriate manner.

- Be familiar with emergency and evacuation procedures for their work area and comply with instructions given by emergency response, including emergency wardens and first aiders.
- Report all problems with undertaking work, including concerns or signs of injury, discomfort, or ill health, immediately to their manager or supervisor.
- Report any unsafe situation, workplace hazard, injury, incident, or near-miss to their manager or supervisor immediately.
- STOP WORK if it not safe to continue and report concerns to their manager or supervisor.
- Assist in maintaining a high level of housekeeping, cleanliness, and tidiness.
- Undertake tasks as required to enable continuous improvement for WHS management.

## 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.

<b>Authorised By:</b>	David Wilson, Chief Financial Officer
<b>Signature:</b>	
<b>Date:</b>	
<b>Present Incumbent:</b>	Vacant
<b>Signature:</b>	
<b>Date:</b>	