



Southern Downs
REGIONAL COUNCIL

POSITION DESCRIPTION

Position Title:	Customer Service	Reports to:	Customer Service Team Leader
Department:	Corporate Services	Directorate:	Customer and Organisational Services
Stream:	Stream A admin	Pay Level:	Level 2 (Division 2 - Section 1) \$2,575.55 - \$2,743.23 / fortnight plus superannuation.
Award:	Queensland Local Government Industry Award – State 2017	Agreement:	The Southern Downs Regional Council Certified Agreement, as amended
Contact	For further information regarding this role please contact Sonia Morris on 1300 697 372		

1.1 THE DEPARTMENT

The Corporate Services Department comprises four core functions of Council. Together the various teams hold carriage of governance, customer service, saleyards management and land management.

Corporate Governance is responsible for ensuring that Council meets its legislative requirements, adheres to regulatory bodies and delivers on community expectation.

From within Council's major administrative centres in Stanthorpe and Warwick, Customer Service delivers a high level of frontline customer resolution for both internal and external stakeholders both in person and online.

Through the Warwick Saleyards Council facilitates the delivery of livestock sales on a weekly basis for the region's beef and sheep producers.

Council's Land Management team coordinates the leasing of land and facilities, approves easements and permanent road closures and, provides advise on the sustainability of assets across all business units of Council.

1.2 VALUES

Southern Downs Regional Council recognises our people as our strength, and our five values guide how we work with each other, our actions, our decision making and how we serve our community. Our values bring us all together and contribute to our employees having a meaningful and rewarding career, with opportunities to grow and thrive.



Act with Integrity | **One Region, One Team** | **Lead by Example** | **Service Excellence** | **Our People, Our Strength**

1.3 THE OPPORTUNITY AND JOB ROLE

To provide professional and responsive customer service to Council's internal and external clients, both face to face, over the telephone and in writing

1.4 KEY RESPONSIBILITIES AND DELIVERABLES

The key responsibilities may be modified from time to time to ensure the expected outcomes support the Council's operational and corporate plans. All duties are to be conducted in an efficient, timely, professional and safe manner.

The key responsibilities and deliverables for this role include:

- Maintaining records consistent with Council requirements and the Privacy Principles;
- Provide a high-quality client service to Council's customers
- Respond to customer telephone, counter and written enquiries
- Log customer complaints and requests for action in Council's Customer Request Management system
- Assist with maintaining the Customer Service Centre and self-help area
- Maintain confidentiality of Council information obtained during the course of employment
- Assist in the development of customer service procedures

Other duties as directed by the supervisor.

1.5 SELECTION CRITERIA

ESSENTIAL CRITERIA

- Highly developed interpersonal skills including the ability to deal effectively with difficult customers
- Extensive office administration experience including strong written communication skills and experience in current office computer programs
- Demonstrated ability to operate effectively within a team environment
- Cashiering experience including reconciliation of financial data
- Demonstrated ability to manage time effectively to achieve outcomes within required timeframes
- Proven ability to work with limited supervision and maintain confidentiality
- Knowledge of workplace health and safety considerations relevant to the role and how to limit risks in the environment where this role operates
- Adherence to the SDRC Values

DESIRABLE CRITERIA

- A sound understanding and general interest in Local Government operations

1.6 WORK HEALTH AND SAFETY RESPONSIBILITIES

- Comply with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Work Health and Safety Policies and Procedures.
- Comply with instructions given by the relevant manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons.

1.7 ORGANISATIONAL RESPONSIBILITIES

- Comply with all the requirements of Council policies and procedures as amended from time to time.
- Ensure complete and accurate records are captured, created and maintained.
- Deliver high quality customer service within the organisation and to the public.
- Ensure the security and appropriate intended use of Council information at all times.

1.8 REQUIRED LICENCES AND QUALIFICATIONS

- A Class C (car) licence or greater is required in this role

1.9 DESIRABLE LICENCES AND QUALIFICATIONS

- Relevant qualifications of at least certificate level

1.10 OTHER POSITION REQUIREMENTS

PROBATION PERIOD

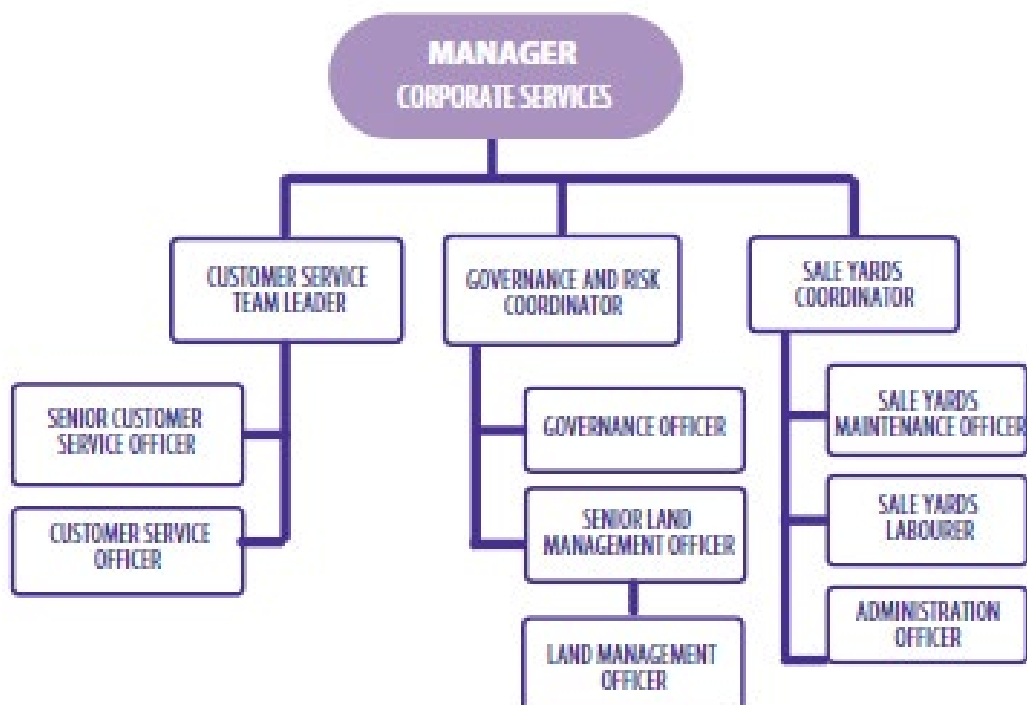
- This role is subject to a three (3) month Probation period to a maximum of six (6) months, during which time the employee will be assessed for suitability as part of ongoing development in the role.

PRE-EMPLOYMENT CHECKS

- Prior to employment external candidates **will** be subject to the following checks in most instances:
 - National Criminal History Check (mandatory)
 - Pathology Drug and Alcohol screening (mandatory)
 - Reference Checks (mandatory)
 - Health Declaration (mandatory)
- Prior to employment external candidates **may** also be subject to the following checks:
 - Functional Capacity Assessment / Fitness for Work (to assess physical suitability for the role)
 - Formal qualifications check
 - Rights to Work in Australia – VEVO check
 - Licence disqualification / traffic history checks with Queensland Government
 - Blue card Working with Children Check
 - Any other check that is reasonably required by Southern Downs Regional Council

1.11 REPORTING STRUCTURE

ORGANISATIONAL RELATIONSHIP



Council values diversity and welcomes applications from people of all backgrounds and cultural heritage, that have working rights in Australia.



Southern Downs
REGIONAL COUNCIL

Southern Downs

A great place to live, work, play and stay.