Customer Service Officer
POSITION DESCRIPTION



Position Number:	2181
Department:	Organisational Services
Section:	Corporate and Technology Services
Unit:	Customer Service Centre
Position Status:	Fixed Term / Full Time
Classification:	Level 2 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Customer Service Supervisor
Revised:	November 2026

General Position Statement

This position supports Council's direction by providing excellent and timely Customer Service to internal and external customers in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Assist with customer service requests, complaints, general enquiries and transactions to ensure prompt identification and appropriate action.
- Maintain a high standard of corporate image and presentation in regard to personal grooming along with the maintenance of the counter and surrounding areas.
- Act as a first point of contact for customers (both at Customer Service Centre and Call Centre) and attempt to resolve issues prior to referral to other Council Departments using a high degree of judgement and initiative.
- Act with discretion and integrity when dealing with confidential and sensitive matters.
- Accurately record, receive, receipt and process the many varied applications, searches, rating and other issues and initiate appropriate action as required.
- Assist with the preparation and processing of correspondence for searches of property/rating database and associated document preparation under direction of Coordinator.
- Provision of accurate and timely information to various Council Departments.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Knowledge and understanding of Council Departments, policies, procedures and legislation requirements.
- Communication (oral and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service.
- Ability to effectively operate Council's computer systems, including Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.
- Cash handling experience, numeracy and verification skills.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.

Qualifications

- Experience in administration, customer service and/or call centre.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check)

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

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Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job 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:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	