

Position Title	Customer Service Officer - Traineeship
Department	Community Services
Division	
Unit	Customer Experience & Recreation
Team	Customer Services
Supervises	n/a
Reports To	Team Leader Customer Service
Grade	D
Date Prepared	29/09/2020
Date Last Updated	23/06/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position

Council's Customer Service Centre is the first and central point of contact for all transactions, customer service requests and information related to Council's assets and services.

The Customer Service Team provide interaction via telephone and face-to-face contact with residents, local business persons and others wishing to obtain information or arrange action relating to a wide range of council functions, facilities and services.

The Customer Service Counter provide face-to-face contact for enquiries and financial receipting whilst the Call Centre processes an average of 800 inbound calls per day

Accountabilities

- To deliver quality customer service and project a positive image of Council.
- To provide accurate information and resolve customer enquiries and issues on the full range of Council's services through personal attention or referral to specialist staff as necessary.
- To represent Council in a professional and courteous manner.
- Serve as first point of contact for customer enquiries, transaction and action requests, ensuring service standards and performance objectives are achieved.
- Effectively deal with an extensive range of enquiry subjects in an environment that can be fast-paced, challenging and sometimes confronting with a need to occasionally deal with customers who may be difficult or whose demands may be considered excessive.
- Register and respond to customer action requests, enquiries and transactions (Counter and Call Centre) in a professional, accurate and efficient manner.
- Escalate customer action requests, enquiries and transactions as appropriate, to other corporate or operational areas for response.
- Achieve the highest level of courtesy and professionalism in the way Council receives, manages and responds to customer action requests, enquiries and transactions.
- Help promote and foster a strong sense of commitment to customer satisfaction throughout Council's operations.

- Maintain and enhance communication and professional relationships with other Council business units.
- Ensure personal presentation is professional at all times, including abiding by Council's Uniform Policy.
- Participate in prescribed training programs and seek opportunities to remain knowledgeable of current practices, policies and procedures relating to Council services.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Labourer / TAG

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Foundational
	Display Resilience	Foundational
	Act with Integrity	Foundational
	Safety and Accountability	Foundational
 Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Foundational	• Understands own role within the team • Proactively seeks instruction and guidance • Approaches work tasks with energy and enthusiasm • Stays up to date with knowledge, training and accreditation in relevant skills areas • Is willing to learn and apply new skills • Learns from mistakes and the feedback of
Relationships		
Customer and Community Focus	Foundational	• Shows awareness that he/she is working for the community • Shows respect, courtesy and fairness when interacting with customers and members of the community • Listens and asks questions to understand customer/ community needs • Informs customers of progress and checks their needs are being met
Results		
Deliver Results	Foundational	• Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/ resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Resources		
Technology and Information	Foundational	• Shows confidence in using the technology required in the role

- Uses technology appropriately, in line with acceptable use policies
- Completes work tasks in line with records, information and knowledge management

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Completion of Secondary Education

Essential Experience

- Minimum 6 months in a Customer Service role
- Effective written and verbal Communication skills.
- Computer literacy skills
- Great team player

Desirable Qualifications and or Experience

- n/a

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: No Licence Required	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☒	☐
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☒	☐