

Customer Service Officer

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Full Time, Part Time, or Casual
Industrial Instruments	Queensland Local Government Industry (Stream A) Award – State 2017 Barcaldine Regional Council Certified Agreement 2022
Classification	Minimum Level 2.1
Reports to	District Manager
Direct Reports	NIL

About Council

Barcaldine Regional Council, located in the heart of the Central West of Queensland, is committed to providing exceptional services to the Barcaldine region, which includes the communities of Alpha, Jericho, Barcaldine, Aramac, and Muttaborra. With a wealth of talent within the organisation, and amazing facilities, we have created a vibrant workplace that blends old-fashioned, small-town charm with a rich indigenous history. We honour the Iningai and Bidjara peoples, the Traditional Custodians of this land, and embrace the diversity of Elders and community members.

Barcaldine Regional Council strives to provide our employees with a safe, secure, and supportive environment, where employees are encouraged to live by our values and reach their full potential. Our vision is to have a positive, sustainable, and innovative workplace, ensuring a bright future for all.

Our Values



HONESTY
WE ALWAYS TELL THE TRUTH



EMPATHY
WE WILL SEEK TO LISTEN AND UNDERSTAND THE PERSPECTIVES OF OTHERS. WE WILL TREAT ALL WITH KINDNESS



ACCOUNTABILITY
WE WILL TAKE RESPONSIBILITY FOR OUR CHOICES, ACTIONS, BEHAVIOURS, PERFORMANCE AND DECISIONS



RESPECT
WE WILL BE PRESENT, VALUE OTHERS AND WELCOME DIVERSITY



TRUST
WE WILL GAIN THE TRUST OF OTHERS BY LIVING OUR VALUES

Key Responsibilities

General Administration:

- Provide administrative, secretarial, and financial support to the relevant District Office, using sound judgement, initiative, confidentiality, and sensitivity in all tasks.
- Assist other employees with various administrative duties to support the successful delivery of Council services, including:
 - Answering telephone calls and inquiries, relaying messages as required, and ensuring prompt and courteous service.
 - Receiving and confirming appointments.
 - Meeting, greeting, and signing in customers and visitors when necessary.
 - Performing tasks such as receipting, banking, procurement, photocopying, scanning, and preparing documents and correspondence.
- Maintain adequate supplies of consumables, such as stationery, printer supplies, and kitchen necessities.

Back-up Support:

- Provide relief support to Council's Bank of Queensland operations as required, in line with Council and Bank of Queensland policies and procedures.
- Offer relief support to Council's Tourist Information Centre, Library, and other Council services, as directed by the local District Manager.

General Office Maintenance:

- Maintain office systems, including registers, filing, and records management for all incoming and outgoing correspondence, ensuring confidentiality and data integrity.
- Deliver high quality customer service to ensure internal and external stakeholders have positive interactions with Council.
- Operate computers and related systems to perform the duties and responsibilities of the role effectively.

Fundamental Responsibilities

- Comply with all Council policies, practices, and procedures and fulfill Council reporting functions as required.
- Be aware of and comply with all statutory workplace safety legislation and Council's Work Health and Safety Management System, Work Health and Safety policies, procedures, and duty statements.
- Promote safe working practices and maintain a safe, neat and tidy work environment.
- Minimise wastage in all activities while ensuring safety and effectiveness remain uncompromised, adhering to environmentally responsible practices.
- Ensure the security and appropriate use of Council information at all times.
- Monitor personal qualifications and licences to ensure currency, and participate in formal and on the job training to assist in ensuring a satisfactory knowledge and skill base.
- Work cooperatively and effectively in a team environment, communicating reliably and regularly.
- Deliver high quality customer service within the organisation and to the public.
- Uphold high standards of ethical conduct and integrity in all activities.
- Actively engage with Council and community to identify needs and opportunities, and provide suggestions for improvement to enhance community well-being and foster sustainable development.

NOTE: Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their band level, and in any area of Council.

Physical Demands and Work Environment

- In this role, you will occasionally be required to lift and carry heavy objects (weighing up to 5kg), with occasional repetitive tasks (bending, squatting, climbing, twisting, and reaching) and motions (simple grasping, fine manipulation, pushing and pulling, finger dexterity, and foot movement).
- Incumbents must possess adequate peripheral vision, hearing, depth perception, and colour discrimination to effectively perform the duties of this position.
- Incumbents will encounter occasional exposure to risks in the workplace which will require you to follow relevant site processes and wear the appropriate identified personal protective equipment (PPE) to ensure the safety of all employees.

Essential Criteria

Education:

- Satisfactory completion of a Year 12 Certificate or equivalent.
- Formal tertiary qualifications in Business Administration or a related discipline (desirable).

Licensing:

- Current Queensland class 'C' Driver Licence.

Experience and Knowledge:

- Previous experience in an administrative role.
- Experience working in a team environment with the ability to provide support across and organisation.
- Proven ability to manage multiple tasks, prioritise, and meet critical deadlines.
- Sound computer skills, including proficiency in Microsoft Office 365, records management systems, and other internal computer systems.
- A basic understanding of, or the capacity to learn, the various functions of Local Government.

Acknowledgement

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Approving Manager:	
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	