

Customer Service Officer (Relief)

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Casual Subject to Councils capacity to pay, funding, and employee performance
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	N/A

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

Tourism Responsibilities:

- Manage the day-to-day operation of the Visitor Centre (including volunteer management).
- Promote existing tourist attractions through advertising campaigns, developing promotional literature including artwork, writing press releases, and copy for tourism guides/newsletters.
- Maintain effective administration practices (including maintaining visitor request figures, brochure monitoring etc).
- Carry out research of existing tourist attractions to gain customer feedback in order to make improvements.
- Research local history and local people's views in order to develop potential new tourist attractions.
- Manage and remit money collected on behalf of Council daily.
- Undertake tasks required to ensure the Visitor Information Centre remains accredited.

Library Responsibilities:

- Check books and other materials in and out of the library systems.
- Maintain established and acceptable standards in all duties performed to ensure efficient and effective outcomes are achieved.

Customer Service:

- Provide excellent customer service by greeting all customers (internal and external) with a friendly and supportive approach, demonstrating the ability to de-escalate challenging situations effectively.
- Assist patrons in locating reference materials, leisure reading resources, and navigating electronic records and periodicals.
- Deliver an innovative and high-quality, customer-focused library service to the community.
- Facilitate the reservation of reading materials for both internal and external customers.

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 10kg), with frequent repetitive tasks (bending, squatting, 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

Licensing:

- Current Queensland class 'C' Driver Licence.

Experience and Knowledge:

- Strong tourism credentials with a focus on regional tourism and an understanding of regional tourism issues, including a sound knowledge of the outback and the local region.
- A minimum of two (2) years' experience in tourism or related areas.
- Previous experience in marketing, promotions, and public relations.
- Proficient experience working with electronic databases of library materials.
- Working knowledge of general library practices, including acquisitions.
- Proven ability to work effectively and independently.
- Excellent interpersonal skills, facilitating productive communication with other organisations, groups, and visitors.
- Superior attention to detail with strong customer service and communication skills.
- Literacy and numeracy skills commensurate with the requirements of the position.

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:	