

## A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

### Onboarding and Development Officer

|                   |                                      |                       |                   |
|-------------------|--------------------------------------|-----------------------|-------------------|
| <b>Division</b>   | Community and Environmental Services | <b>Department</b>     | Customer Response |
| <b>Reports To</b> | Onboarding and Development Lead      | <b>Direct Reports</b> | No                |

### Position Purpose

This position is responsible for supporting and contributing to the delivery of training and development programs and initiatives, the recruitment and onboarding of team members and analysis of service quality outcomes.

### Key Responsibilities and Outcomes

#### Operational

As the Onboarding and Development Officer, you will:

- Support and contribute to the recruitment and onboarding of new staff, including the review and continuous improvement of processes.
- Support and contribute to the development and delivery of targeted and effective training initiatives, programs and resources for the Branch's customer service functions.
- Lead the delivery of effective quality assurance processes and practices, including calibration, reporting, and the proactive identification of training needs and service delivery enhancements.
- Support and contribute to the development and delivery of the Branch's annual training program including mandatory training.
- Work collaboratively with Team Leaders and Senior Customer Service Officers to improve individual and team capability, including providing advice and supporting the development of tailored coaching and development plans.
- Collaborate with process owners and stakeholders in the review and development of business processes and service delivery practices with an emphasis on efficiency and service improvement.
- Maintain strong and up-to-date knowledge of Council systems, processes and customer service delivery, including undertaking quality assurance activities and supporting business as usual operations as required.
- Contribute to the development of a positive working environment that encourages collaboration, innovation, a learning culture and a focus on quality service outcomes.
- This role will support after-hours service provision by participating in an on-call roster and support the management of Contact Centre disaster response and recovery and business continuity activations.

#### Values

At Moreton Bay Regional Council, we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a leader you will take accountability for demonstrating the values, expectations and behaviours and enable my team members to do the same.

### Decision Making



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**Budget** - N/A

**Delegations** - Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register.

### **Knowledge & Experience**

- Experience in developing and delivering training in person and online, in a customer centric workplace.
- Well-developed interpersonal, presentation and written communication skills, and the ability to effectively engage with a diverse range of internal customers and stakeholders.
- Demonstrated knowledge of service delivery in a local government or related context with experience in reviewing service quality and processes and facilitating improved customer outcomes.
- Well-developed people and relationship skills, including the ability to work collaborative at all levels to build individual and team capability.
- Excellent time management skills, ability to produce quality outputs under pressure and manage conflicting priorities.

### **Qualifications**

- Certificate IV Training & Assessment (TAE40116) and/or equivalent experience in a Local Government Customer Service environment will be well regarded.

*This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*