

Customer Service Officer

Division	Community and Environmental Services	Department	Customer Response
Reports To	Call Centre Coordinator	Direct Reports	No

Position Purpose

This position provides customers with positive service experiences through quality and efficient responses to their enquiries, issues, requests and applications via Council's Call Centre, Customer Service Centres and electronic contacts.

Key Responsibilities and Outcomes

As a Customer Service Officer, you will:

- Undertake the provision of accurate and appropriate responses to customer enquiries and issues.
- Compile requests for action by Council departments, process applications and complete financial transactions.
- Ensure compliance with relevant Council and Customer Services policies, practices, procedures and service standards.
- Provide input into the development of departmental procedures and processes, advocating for the customer and supporting continual improvement and efficiency.
- Assist with developing the capability and capacity within the team and contribute to a positive working environment.

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 team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

Decision Making
<p>Budget - \$Nil</p> <p>Delegations - Delegations under the <i>Local Government Act 2009</i> and as directed and published in Council’s Delegation Register.</p>
Knowledge & Experience
<ul style="list-style-type: none"> Well-developed interpersonal and written communication skills with a focus on the provision of quality customer service. Well-developed time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines Sound ability to process high work volumes with a high degree of accuracy. Sound ability to effectively navigate and interpret workplace information systems and resources. Strong people and relationship management skills - the ability to communicate and engage effectively at all levels. Sound ability to work across all customer service channels.
Qualifications
<ul style="list-style-type: none"> N/A

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 within their scope, capability and skillset at their discretion.