

Position Title:	Customer Service Officer (PN 5230)		
Position Type:	Full-time Permanent		
Department:	Community Partnerships		
Date Approved:	October 2025		
Hours per week:	35	Award Classification:	Band 2, Level 1
FTE	1	Salary Classification	Grade 3

Position Purpose

The position of Customer Service Officer is one of extreme importance to Council, as the role can impact positively on how the entire organisation is viewed by the community. The nature of the work involves meeting customer needs and exceeding customer expectations, through the provision of efficient and courteous service to internal and external customers. This challenging role is to be undertaken in a busy work environment which requires staff to balance competing priorities, available resources and regulatory constraint.

Key Accountabilities

- Protect and enhance the positive image of Council and provide high levels of service to all customers
- Provide a friendly, courteous and responsive central point of contact for customer enquiries, transactions and customer action requests (work orders)
- Provide face-to-face customer service to the Shire's towns and villages as part of Council's Outreach Customer Service Program
- Resolve customer service enquiries and complaints (face to face, written, phone) through accurate and efficient personal attention
- Escalate customer action requests to the appropriate corporate or operational section of Council or specialist staff member
- Perform administration and cashiering duties including receipting, balancing and banking
- Provide accurate information to customers on current issues, practices and procedures relevant to all Council's services
- Maintain effective communication between all service groups and the Customer Services Centre
- Follow up and resolve outstanding issues, including those referred to specialist staff
- Tasks as directed by Team Leader Customer Services

Core Competencies (Knowledge Skills and Experience)

Qualifications

- Current Class C Drivers Licence
- Certificate III in Business Administration (or equivalent qualification), or other relevant tertiary qualifications, and/or demonstrated work experience directly related to the role

Note: All licenses/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify Council as soon as practicable.

Skills and Experience

- Demonstrated customer service experience, call centre environment preferable
- Local government experience highly desirable
- Experience in cash receipting, cash handling and banking procedures
- Work with ease within a high-volume, high-pressure environment
- Demonstrated ability to exercise sound judgement and initiative when obtaining information from and dealing with customers
- A positive, cooperative, flexible and friendly approach
- Demonstrated commitment to the provision of quality customer service
- Demonstrated high level communication skills, both written and oral
- High level computer skills using Microsoft Office including Word, Excel, and Outlook, with an ability to learn other key applications utilised within Council
- Proven ability to interpret/comprehend written documents
- Demonstrated ability to complete administrative tasks with a high degree of accuracy in a timely manner
- Ability to work with minimum supervision and as part of a multi-disciplinary team
- Ability to adapt to a changing work environment.

Values

Kempsey Shire Council's values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee.

Value	Expected behaviour
Passion	<ul style="list-style-type: none">• We approach our work with enthusiasm and drive to make a difference• We inspire others with our thirst for excellence• We take pride in the customer service we deliver
Integrity	<ul style="list-style-type: none">• We act ethically and honestly and work to build the trust and confidence of the community and staff• We act with pride and respect while being loyal and accountable
Innovation	<ul style="list-style-type: none">• We challenge the status quo and are prepared to take risks, to achieve creative and efficient solutions• We promote and deliver change in the way we work
Communication	<ul style="list-style-type: none">• We ensure open communication for all• We openly and proactively listen and provide information
Respect	<ul style="list-style-type: none">• We consider workmates, community, the workplace and environment• We treat people as we would like to be treated
Collaboration	<ul style="list-style-type: none">• We seek what is best for the team, not what is best for the individual• We work together to achieve a shared vision• We are connected with and care for each other• We encourage and pay attention to those around us

Supervision Received

This role reports to the Team Leader Customer Service

Supervision Exercised

Nil

Position Description Endorsement

Learning and Development

Position Description reviewed and approved by:

People and Culture Representative:	<i>KH</i>
Position Title:	Learning and Development Officer
Date:	2 October 2025

People and Culture

Position Description reviewed and approved by:

People and Culture Representative:	<i>JP</i>
Position Title:	People and Culture Advisor
Date:	October 2025

Role Authorisation

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Role Acceptance

I have read and understood the content of the Position Description for my role. I will undertake the responsibilities and behaviour required of me and expect to be held accountable for work performed in accordance with this role.

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