

Role Description for Casual Customer Service Officer

Branch	Customer Services	Division	Customer Services, Safety & Regulation	Region	SEQ South Region
Location	SEQ South (Greenslopes, Macgregor, Sherwood, Ipswich, Gatton, Cleveland, Wynnum, Logan, Currumbin, Burleigh, Bundall, Southport, Beaudesert, Beenleigh & Helensvale)	Closing date	Friday, 13 August 2021	Vacancy ref	QLD/380653/21
Classification	AO2	Salary/Wage	\$33.43 - \$39.72 per hour	Contact	Tanaha Braban
Basis of employment	Casual			Telephone	(07) 3304 6324

Special Conditions:

- Applications will remain current for up to 12 months from the date of advertisement
- The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment.
- A criminal history check will be conducted on the recommended person for this role.
- The incumbent must hold a current C class driver licence.
- The successful applicant may be required to work at any centre within their region.

We are seeking a high performing and innovative Casual Customer Service Officer to contribute to our vision: *Creating a single integrated transport network accessible to everyone.*

Queensland's Public Service

Our **vision** is to be a government of the 21st century; one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnerships that are all about positive outcomes rather than just service delivery and regulation.

Our **goal** is to be the most responsive and respected public service in the nation. We will be more effective, deliver value for money and ultimately achieve better outcomes for Queenslanders. Queensland's public service has five organisational values that will support this goal.

Customers first

Ideas into action

Unleash potential

Be courageous

Empower people

Your opportunity

In the role of **Customer Service Officer**, you will provide quality customer service within departmental legislative, policy and operational requirements. You will be the first point of reference for customers seeking service, providing a range of counter services in an efficient and effective manner to a consistently high standard.

Accountabilities include:

- Provide a quality service to customers and resolve specific customer problems in an efficient and courteous manner.
- Support other customer service officers and trainees in a wide range of systems, products and services relevant to a customer service centre.
- Provide the public with accurate and relevant information in response to their enquiries.

- Conduct operational and administrative tasks within the office to ensure maximum efficiency in service delivery according to quality assurance procedures.
- Reconcile monies to ensure relevant finance standards and audit requirements are met.
- Ensure security systems are observed.
- Consult with management, staff and clients on matters of policy, procedures and standards.
- Contribute positively within a team environment.

This role reports to the **Manager (Customer Service Centre)**.

Working at Transport and Main Roads

Transport and Main Roads actively encourages teamwork and innovation. You will work for an organisation which offers a variety of state-wide work opportunities; a safe, healthy and secure workplace; professional development; and flexible work and lifestyle options.

Is this role for you?

The information in this section outlines the basis of assessment of your suitability for the organisation and the role.

Mandatory requirements:

- The incumbent must hold a current C class driver licence.
- A criminal history check will be conducted on the recommended person for the role.
- The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment.
- A pre-employment health assessment will be required for the recommended applicant

Role/Occupational Capabilities:

Vision:

- **Responds flexibly to change:** You work to embrace and assist change. You help to engage others in the change process. You show resilience in times of uncertainty.
- **Focuses on customers:** You actively work to understand customers and stakeholders. You engage customers in a friendly and appropriate manner. You show respect for customers and stakeholders.

Results:

- **Focuses on performance:** You clarify tasks, ask questions, and know what is expected of you. You energetically approach challenges. You set priorities and organise yourself to meet deadlines. You report progress and any potential delays or issues which may impact on others.

Accountability:

- **Models professional and ethical behaviour:** You act in accordance with the QPS legislative framework and Code of Conduct. You model ethical behaviour and consistently apply those ethical standards to yourself and others. You are consistent in word and actions. You are viewed as trustworthy, honourable and truthful, and respectful of the views of others. You are able to understand, monitor and channel your own emotions in a positive way whilst staying true to yourself.
- **Displays rigour in analysis:** You rigorously research and analyse information relevant to tasks. You show judgement in decision making.

Your application

Please provide the following information to the panel to assess your suitability:

- A current comprehensive resume including the names and contact details of two (2) referees, who have a thorough knowledge of your work performance and conduct over the past two years.
- A Cover letter of no more than two (2) pages, detailing your capabilities, knowledge and experience that would be relevant for this role. It is your opportunity to tell us about yourself, what you will bring to the role and what you will get out of it.

Please note – Applications must meet above requirement to be assessed for suitability.

Submit your application:

- Applying online through the SmartJobs and Careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart Jobs and Careers website. You will need to create a 'My SmartJob' account before submitting your online application.
- By applying online, you can track your application through the process, maintain your personal details through registration and withdraw your application if required.
- If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description. If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.
- Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange this.
- Hand delivered applications will not be accepted.

Additional information

- For more details about our organisation visit our website www.tmr.qld.gov.au/About-us.
- Employees may be required to work in any other location as determined by business needs.
- You may be requested to undergo employment screening (for example a criminal history check) as part of our selection process.
- For more information about the role, its priorities and the organisational context please refer to the contact listed at the top of the role description.
- To be eligible for permanent appointment to the Queensland Public Service applicants must provide proof of Australian citizenship or permanent residency. To be eligible for temporary appointment applicants must provide proof that they can legally work in Australia.
- In accordance with Section 52(3) of the *Public Service Act 2008* and Section 687(3) of the *Industrial Relations Act 1999* and Public Service Commission Directive Early Retirement, Redundancy and Retrenchment, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- Voluntary Separation Program (VSP) recipients are not eligible for re-employment by a Queensland Government entity for a period of three years from the date of termination in accordance with the VSP Deed. Applicants who have been paid an early retirement, redundancy, retrenchment, severance benefit or VSP payment from a Queensland Government entity within the applicable periods are required to indicate this in the application form.
- In accordance with the Public Service Commission Directive Voluntary Medical Retirement, financial penalties apply for severance benefit recipients who are re-employed by a Queensland Government entity, for greater than twenty days, within the period covered by the severance benefit.
- Probationary periods apply to successful applicants external to the public sector.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.