Role description for Casual Customer Service Officer

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| Branch | Customer Services | Division | Customer Services, Safety and Regulation | Unit | Central Region |
| Location | Emerald | Closing date | Monday 15 March 2021 | Vacancy ref | QLD/362961/21 |
| Classification | AO2 | Wage | $32.61 – $38.53 p/h | Contact | Alex Matjasec |
| Basis of employment | Casual |  |  | Telephone | 07 4983 8746 |
| **Special Conditions:**   * Applications for this role will remain current for 12 months and may be used to fill similar vacancies * Applications requiring flexible work options will be considered * Criminal history screening will be conducted on the recommended person for the role * Any Priority Transferees who apply will be assessed on the basis of suitability * The successful applicant may be required to work or attend training at other Customer Service Centres * The successful applicant may be required to work full-time hours to complete New Employee Training for an initial period of six weeks | | | | | |
| **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*.** | | | | | |

### Working at Transport and Main Roads

Transport and Main Roads’ (TMR) move and connect people, places, goods and services – safely, efficiently and effectively. The driving force behind all of these things are our people. We employ over 8500 dedicated employees who share a common value – to drive positive change and to make a difference.

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

TMR acknowledges the Traditional Owners and Custodians of this land and waterways. We also acknowledge their ancestors and Elders both past and present. TMR is committed to reconciliation among all Australians.

Follow TMR on LinkedIn, Instagram, Facebook and Twitter or visit [www.tmr.qld.gov.au/About-us](http://www.tmr.qld.gov.au/About-us).

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| Customers first | Ideas into action | Unleash potential | Be courageous | Empower people |

### Your opportunity

In the role of Casual 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 position reports to the Manager Customer Service Centre.

### 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.

#### Role/occupational competencies:

In line with the Leadership competencies for Queensland the person in this role is an **individual contributor** and the following competencies indicate the skills, knowledge and attributes required of the applicant to be successful in this role.

**Vision**

* Leads change in complex environments - Demonstrates flexibility to changing expectations by proactively adapting own approach to reflect new requirements; Responds constructively to periods of uncertainty by role modelling positivity and work focus
* Makes insightful decisions - Demonstrates courage in making decisions, even when under pressure; Accepts decision making responsibility and demonstrates judgement about when to escalate issues

**Results**

* Builds enduring relationships - Communicates in a clear, succinct and deliberate manner, adjusting the message so that it resonates with different stakeholders; Listens attentively and proactively seeks to understand others’ needs by asking questions and clarifying; Builds rapport and establishes strong and mutually beneficial connections
* Drives accountability and outcomes - Contributes to the development of team objectives and recognises own role in achieving results; Welcomes challenges in the delivery of work and demonstrates persistence in working through obstacles; Demonstrates careful planning and organisation to achieve results

**Accountability**

* Fosters healthy and inclusive workplaces - Demonstrates personal responsibility for the health, safety and wellbeing of self and others; Demonstrates respect for others, taking the time to connect, check in and show an interest in their wellbeing
* Demonstrates sound governance - Demonstrates respect and appreciation for legislation and policy frameworks by consistently operating to key standards; Upholds integrity through responsible management and use of processes and resources; Evaluates possible solutions and takes appropriate steps to mitigate risks

To find out more about the competencies required for this role visit, <https://www.forgov.qld.gov.au/leadership-competencies-queensland> for the complete Leadership competencies for Queensland booklet.

### Your application

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

* Your current CV or resume (maximum five pages) 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; and
* Cover letter (maximum two pages) detailing how your knowledge, skills, experience and attributes meet the competencies listed under ‘Is this role for you’.

Applications must meet both of the requirements as this will be used by the panel as the basis for assessment and is your opportunity to tell us about yourself, what you will bring to the role and what you will get out of it.

#### Submit your application:

* Applying online through the SmartJobs and Careers website [www.smartjobs.qld.gov.au](http://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.
* All role descriptions and selection processes are required to be aligned with Leadership Competencies for Queensland (LCQ). For more information about the LCQ, visit <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.
* If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://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

* TMR is an inclusive organisation which embraces diversity of thought, culture, life experiences and people to ensure we reflect the communities we serve. We are committed to building an environment in which all our employees can feel valued, included and empowered to bring their different perspectives, beliefs, ideas and cultures in creating a workplace of innovation and opportunity.
* 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, permanent residency or permission ‘under Commonwealth law’ to work in Australia and ‘remain in Australia indefinitely’. 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 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.
* 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.
* Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at <https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>.
* A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

