

# POSITION DESCRIPTION

## Position details

Position title:	Customer Service Officer
Classification:	A03
Job Reference Number:	QLD/574337
Division:	Regulatory Services Group
Branch:	Sunshine Coast
Business Unit:	Regional Services
Reports to:	Regional Manager
Direct report(s):	Nil

## Position Purpose

The purpose of the position is to assist clients with the interpretation of legislation and support clients through first point fulfilment of QBCC's services through front line application. Additionally the role supports offline duties, outbound calls, and social media fulfilment.

## About Us

The QBCC is committed to promoting, supporting and encouraging respect, equity, diversity and inclusion across all aspects of our business and increasing staff awareness and respect for Aboriginal and Torres Strait Islander peoples and cultures.

Inclusion and diversity play an important role in the shaping of QBCC's culture and how our workplace operates both internally and externally. We are proud advocates of inclusive and flexible workplace practices which we believe are essential in creating safe, positive and productive work environments for everyone to enjoy. All reasonable support and access requirements will be accommodated to the extent possible, in accordance with the relevant legislation.

For information about QBCC including our Vision, Purpose and Mandate, visit our website:  
[www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au).

## Our purpose

We deliver excellence in regulatory services to reduce risk and offer protection from harm.

## Our vision

A thriving and resilient building and construction industry inspiring confidence, and supporting sustainable social, environmental and economic outcomes for Queenslanders.

## Our values:



Pursue  
excellence



Be courageous



Be helpful



Focus on  
people



Be connected



Value  
customers

## Key Outcomes and Accountabilities

The aim of this role is to:

- Provide information, advice and service to customers on building related matters including QBCC's legislation, services, policies, procedures and products.
- Interpret and assist with matters relating to the delivery of QBCC's services. These services include:
  - (a) Builder and contractor licensing and renewal applications;
  - (b) Home Warranty Scheme
  - (c) Contractor compliance
  - (d) Building dispute management
  - (e) General Enquires
- Maintain knowledge of QBCC's information and services; and participate in ongoing review, quality assurance, and regular training.
- Promote and participate in marketing, educational events, community awareness sessions, and other QBCC associated activities.
- Undertake a range of offline administrative duties, but not limited to, including: Front Counter, face-to-face customer service, administrative support as required within Regional Services.
- Provide exceptional customer service to all staff of the Commission and external customers, and displaying resilience when engaging with challenging customers.

## Candidate Attributes

1. Apply, advise on, and interpret legislation and policy standards to deliver continued high quality customer service.
2. Process, utilise, collate and analyse information utilising contact centre technology, and multiple applications and system databases.
3. Achieve team goals through being flexible, adopting continuous improvement attitude and change engagement along with participation in various regional service centre initiatives and functions as a member of a team.
4. Use effective communication and interpersonal skills in the workplace to achieve high customer service delivery.

## Other Requirements

- This position description provides the minimum requirements for the position. The incumbent may be required to undertake other duties as required.

- Delegations and authority to act – this position may be required to exercise certain powers in accordance with legislation and QBCC's business delegations.
- All staff must comply with their responsibilities under the applicable legislation. Including the following:
  - *The Work Health and Safety Act 2011*
  - *The Public Sector Ethics Act 1994, including The Queensland Public Service Code of Conduct*
  - *The Public Sector Act 2022*
- The incumbent may be required to travel on official business and the possession of a C class licence is mandatory.

## Employment screening

The role requires satisfactory clearance of a variety of pre-employment checks (which may include criminal history checks, financial history checks, national police checks, and medical assessments). Failure to consent to the required checks will render the applicant unsuitable for the role.

All personal information obtained in the application process will be treated confidentially and held securely by the Commission. Applicants who have lived or worked overseas will be required to provide a current police clearance.