# **(AO3) Customer Support Officer (Counters)**

Smart Service Queensland | Customer Contact | QGCDG

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| **Salary range** | Per annum - $74,130 to $82,656 p.a.Per fortnight – – $2,841.40 to $3,168.20 p.a. Plus super and leave loading benefits |
| **Employment type** | Flexible full-time permanent |
| **Contact officer** | Robin O’Shea Manager – phone: (07) 3022 6640 |
| **Job ad reference no**  | QLD/576471/24 |
| **Closing date** | Monday, 22 July 2024 |
| **Primary location** | 5 Sheridan Street, Cairns Qld |
| **Reporting** | Reports to Manager, Counters Direct reports – Nil |

# **About Us**

The Queensland Government Customer and Digital Group (QGCDG) is focussed on growing a thriving digital economy in Queensland, and enabling more responsive, simple and effective services for all Queenslanders.

We provide strategic and policy leadership for Queensland Government in the areas of digital, customer experience, and government service delivery.

We also support agencies with design management, capability development, corporate shared services, and customer service channels.

TMR’s vision is to create a single integrated network accessible to everyone. We are delivery focused, united by our purpose to make a difference to the lives of Queenslanders.

Every day is different and so are our teams. We foster an inclusive workplace culture and will support you to grow and develop in your career while maintaining a healthy work-life balance.

TMR is committed to reconciliation and creating a workplace that empowers Aboriginal peoples and Torres Strait Islander peoples to thrive.

We strongly encourage applicants from all life experiences and backgrounds to apply. Please tell us about any additional support or adjustments, such as interpreting services, physical requirements, or assistive technologies, that will better enable you to shine during the recruitment process.

**Digital Customer (SSQ)**

The Digital Customer (Smart Service Queensland) stream provides digitally enabled whole-of-government services to the Queensland public through multiple channels including phone, counter and online. This stream brings together technology, development, products, design, engagement, and operations to deliver simpler connected services.

# **About the role**

Key responsibilities include:

* Deliver government services including Housing, Office of Fair Trading and other services, through a variety of communication channels to enable customers to complete their requests in an efficient and effective manner.
* Develop and maintain comprehensive knowledge of procedures, processes and required services to be able to perform service interactions across various customer channels including face to face, phone and online.
* Navigate effectively, multiple systems and databases to conduct operational and administrative tasks to support efficient service delivery.
* Assess customer needs and provide appropriate information and direction to appropriate service channel, including referring customers to other service specialists and locations, where appropriate.
* Work collaboratively as an effective team member to achieve key team and individual performance targets, supporting and participating in team activities and assisting to meet team objectives. If required, you may be requested to provide training and mentoring to customer service advisors and trainees in customer services, systems, and products.

# **About you**

We recognise and celebrate that everyone is unique and seek the applicant best suited to the role. We will assess your experience, knowledge and acquired skills, as well as your potential for development and your personal qualities.

# **Requirements of the role**

To thrive in this role, you will need to demonstrate the following:

* Passion and commitment towards delivering a positive customer experience in various forms of delivery.
* Strong communications skills, both verbal and written, that is succinct, adaptable, and informative.
* 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.
* Openness to diversity and support practices that enable all individuals to participate to their fullest ability. You enhance safety and inclusion in the team by sharing ideas and participating in initiatives.
* Ability to contribute to a positive team culture.

# Mandatory requirements

* While there are no mandatory qualifications for this role, practical experience in the field of inbound and outbound customer service and/or customer facing service will be well regarded.
* It is desirable the incumbent holds a current C or CA class driver licence.

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| **A person with a clock  Description automatically generatedImportant information for applicants** | The successful applicant will be subject to pre-employment checks before appointment. Refer to the Applicant guide for more information. |
| **A computer with a cursor and a screen  Description automatically generatedHow to apply*** your current resume.
* a brief letter (1 page maximum) telling us why you are interested in this role. We would also like you to tell us how your experiences will enable you to demonstrate the behaviours described in the section ‘Requirements of the role’ and how this will enable you to help deliver on the Customer Support Officer responsibilities as listed under the section ‘Key responsibilities’.

Applying online through the Smart jobs 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.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. |