Customer Service Advisor (Cross-Channel)

# About the role

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| **Salary range and classification** | Per annum – $48.21 - $53.75 per hour  Plus, super and leave loading benefits.  Classification level - AO3 |
| **Employment type** | Casual  Applications for this role will remain current for 12 months and may be used to appoint to similar vacancies, including full-time and part-time relief. |
| **Contact officer**    **Job ad reference no** | Daniel Erlangsen - Phone: (07) 4652 8223  QLD/577550/24 |
| **Closing date** | Friday, 26 July 2024 |
| **Primary location** | Moranbah |
| **Reporting** | Reports to Senior Advisor |
|  | Direct reports – Nil |

# Why join TMR?

Transport and Main Roads' (TMR) 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.

# Key responsibilities

You will be required to work collaboratively with a team to provide a positive customer experience through the delivery of a wide range of products and services to clients through a variety of channels; and support the development of customer service functions by piloting initiatives to improve the customer experience.

* Develop and maintain comprehensive knowledge of procedures, processes and required services to be able to perform service interactions across various customer channels (including phone, online and face to face).
* Deliver government services including licensing, registration, and other products, through a variety of communication channels to enable customers to complete their requests in an efficient and effective manner. For example, but not limited to, licensing, deceased estates, vessel registration and a range of other customer services.
* Promote, encourage, and support customers’ usage of self-service and referral to other services, to support customers efficiently.
* Effectively navigate multiple systems and databases to conduct operational and administrative tasks to support efficient service delivery. For example (but not limited to), collect and remit monies associated with transactions, reconcile banking and daily remittances for staff.
* 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 officers 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. To thrive in this role, you will need to demonstrate the following:

## Mandatory qualifications and conditions

* 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.
* Due to this role having access to sensitive data, a criminal history check will be undertaken prior to appointment to the role.

## Requirements of the role

To be successful in this role you will need to demonstrate:

* Passion and commitment towards customer service,
* Strong communications skills, both verbal and written,
* Commitment to promoting respect, inclusion, and diversity,
* Ability to contribute to a positive team culture.

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| **Important information for applicants** | The successful applicant will be subject to pre-employment checks before appointment. Refer to the Applicant guide for more information. |
| **How to apply** | Click ‘Apply’ on the Smart jobs listing. You will need to submit your current 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.  You will also need to provide a brief claim on the role (cover letter), outlining why you are interested in the role. This is your opportunity to tell us about your achievements and capability, and what you hope to get out of the role. |