# Customer Service Advisor (Cross- Channel)

Kingaroy

## About the role

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| **Salary range and classification** | Per annum – $74,130 - $82,656Per fortnight – $2,841.40 - $3,168.20Plus, super and leave loading benefits.Classification level AO3 |
| **Employment type** | Permanent, Full Time |
| **Contact officer** | Sheryl McCarthy – M: 0499 462 584 |
| **Primary location** | Kingaroy CSC |
| **Reporting** | Reports to Senior Advisor Direct reports – Nil  |
| **Job ad reference no**  | QLD/578172/24 |
| **Closing date** | Monday, 29 July 2024 |

## 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

In the role of Customer Service Advisor, you will work collaboratively with a team to provide a positive customer experience through the delivery of a wide range of products and services to clients in a face-to-face environment and support the development of customer service functions by piloting initiatives to improve the customer experience.

Some of your responsibilities will include:

* **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.
* **Develop** and maintain comprehensive knowledge of procedures, processes and required services to be able to perform service interactions across various customer channels.
* Effectively **navigate** multiple systems and databases to conduct operational and administrative tasks to support efficient service delivery. For example, collect and remit monies associated with transactions, reconcile banking and daily remittances for staff.
* **Assess** customer needs and provide appropriate information and direction to appropriate service channel, including referring customers to other service specialist 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.

## 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

* Desirable for incumbent to hold C or CA class open driver licence.
* While there are no mandatory qualifications for this role, practical experience in the field of customer service will be well regarded.
* 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

* Succinct and deliberate communication skill, adjusting the message so that it resonates with different stakeholders.
* 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.
* 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.
* Analyses information to proactively identify risks to the team’s planned activities. Evaluates possible solutions and takes appropriate steps to mitigate risks.
* Example: Experience in collaborating and engaging business areas to embrace change.

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| **Important information for applicants** | Recommended applicants will be subject to pre-employment checks before an offer of 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 (maximum five pages) including the names and contact details of two 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; maximum 1 page), 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. |



The Queensland Government is reframing its relationship with Aboriginal peoples and Torres Strait Islander peoples.

This can only be achieved by working in partnership as we move forward together with mutual respect, recognition, and a willingness to speak the truth about our shared history.

At TMR, we value the relationships and contributions Aboriginal peoples, and Torres Strait Islander peoples make to our diverse and inclusive workforce and the people of Queensland.