

Position Description

Position title:	Customer Contact Officer
Position number:	1019
Group:	Strategic Development, Communications and Engagement
Reports to position title:	Team Leader Customer Contact
Number of direct reports:	☒ Nil ☐ 1 - 3 ☐ 4 - 6 ☐ 7 - 9 ☐ 10 +
Range or classification:	Pay point 8 – 12
Approved:	October 2025

About the Team

The Customer Contact team is the primary point of telephone and face-to-face contact for residents, local business persons and others wishing to obtain information or arrange action relating to a wide range of council functions, facilities and services.

Duties and Responsibilities

Customer Contact Officers work across a range of functions on a rotational basis to support flexibility, workload priorities, and multiskilling opportunities.

- Deliver friendly, professional service as the first contact for questions, transactions, and requests.
- Handle a variety of enquiries efficiently, meeting service goals in a busy and changing environment.
- Resolve issues quickly when possible, escalate when needed, and respond to feedback (complaints and compliments) following council guidelines.

- Perform cashiering duties including EFTPOS, online and phone payments, receipting, balancing and banking.
- Undertake administration and coordination tasks for the Clarence Community Bus and volunteer drivers. Support fleet management by managing vehicle bookings, liaising with the Depot Workshop, and driving council vehicles when required.
- Build and maintain positive relationships with internal and external stakeholders.
- Develop and maintain broad knowledge of council operations, policies and procedures to assist with enquiries.
- Contribute to the improvement and documentation of systems, procedures and processes.
- Actively engage in training, meetings, and development opportunities while supporting teammates by sharing knowledge and offering help when needed.
- Undertake additional duties, projects and tasks within the scope of skills, competence and training as directed.

Selection Criteria

Essential

1. Demonstrated ability to provide courteous, efficient, and professional customer service as the first point of contact, ensuring enquiries and transactions are handled promptly and accurately.
2. Proven capacity to respond to a variety of customer enquiries in a timely manner, using sound judgment and limited discretion to meet service standards in a fast-paced environment.
3. Experience in performing basic financial tasks such as EFTPOS and phone payments, receipting, balancing, and banking, with attention to detail and accountability for own work.
4. Demonstrated ability to carry out routine administrative duties including scheduling for community transport services, coordinating volunteer drivers, and managing vehicle bookings.
5. Strong interpersonal and communication skills, with the ability to build positive working relationships with colleagues, volunteers, and members of the public.
6. Ability to work both independently and as part of a team, actively participating in training, meetings, and process improvements to enhance flexibility and support career progression.

Desirable

7. Understanding of council operations, local government functions and community services.
8. Knowledge of local geography and activities relevant to City of Clarence.
9. Certificate III in Business (or equivalent) and/or experience in a customer service role.

Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

- There are no Delegations or Powers of entries that apply to this position.

Pre-Employment Requirements

Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as a valued member of our community.

We have zero tolerance to child or youth abuse or harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

- A Registration to Work with Vulnerable People (Tas.) is required.

National Police Check

- A current National Police Check is required for this position to assess the suitability of the preferred candidate. Appointment to the role is subject to the results of the check, and candidates whose history is deemed unsuitable will not be offered employment.