

# JOB VACANCY

## CASUAL CUSTOMER SERVICE OFFICER

### THE JOB:

Providing excellent and timely service delivery to internal and external customers. Officers ensure customer dealings are performed in a professional, efficient, and confidential manner.

### ABOUT US:

We are committed to providing a welcoming workplace where everyone feels respected, safe, and supported. This means we value team players with a positive attitude, respectful behavior and a keenness to learn.

### IF YOU HAVE SKILLS THAT MATCH OUR JOB, AND:

- Take pride in your work
- Deliver great customer service
- Enjoy being part of a team
- Have a Class C Driver licence

### THEN WE WILL OFFER YOU:

- Hourly rate \$36.02 (gross)
- 11% Superannuation
- Opportunity to learn new skills in a supportive environment



**APPLICATIONS  
CLOSE 4:30pm,  
MONDAY,  
6 MAY 2024**

The Application Pack is on our website: [www.bourke.nsw.gov.au/council/positions-vacant](http://www.bourke.nsw.gov.au/council/positions-vacant).

### LIKE MORE INFORMATION?

Please contact  
Executive Assistant, Margo Anderson,  
on 02 6830 8000 or  
[jobs@bourke.nsw.gov.au](mailto:jobs@bourke.nsw.gov.au)

**Work in Bourke!**  
[www.visitbourke.com.au](http://www.visitbourke.com.au)



<b>Position</b>	Customer Service Officer - Casual
<b>Reports To</b>	Executive Assistant
<b>Department</b>	Corporate Services
<b>Band/Level</b>	Band 1 / Level 3
<b>Grade</b>	2
<b>Date Revised</b>	April 2024

This position description broadly describes the accountabilities, duties and conduct of an employee of Bourke Shire Council. The role will change over time, in line with the changing needs of the organisation.

### **Primary Purpose**

To provide high quality customer service to a range of council customers and to support the delivery Service NSW products and services.

### **Council Values**

Council's values of Openness, Honesty, Respect, Accountability, Objectiveness, Leadership, Selflessness and Integrity guide the decisions, actions and conduct of all employees.

### **Core Accountabilities**

- Act as the first point of contact for in-person and telephone interactions with customers, ensuring their needs are understood and appropriate action taken to action, address or resolve them.
- Greet, direct and record visitors entering and leaving council's administration building.
- Undertake cash handling, transaction processing and reconciliation tasks associated with receipting customer payments.
- Undertake administrative duties, including but not limited to, recording incoming correspondence, printing, collating and binding documents, and maintaining records.
- Contribute to the performance of council: leading by example, demonstrating professional conduct, making the best use of knowledge, experience and skills, and being accountable for the decisions made.
- Ensure a safe working environment by taking accountability for own actions and complying with council's WHS policies and procedures.

The employee is required to undertake any other duties, projects or tasks as directed by the manager or supervisor, which are within his/her skills, competence and training.

The employee is to comply with the organisation's Code of Conduct, policies, and procedures (as varied from time to time) and undertake training and development to maintain up-to-date skills, knowledge, and qualifications.

**Essential Criteria**

1. Certificate II in Business Administration, or solid experience in a similar role.
2. Proven ability to provide high quality customer service to a diverse range of customers.
3. Demonstrated experience with Microsoft Word, Outlook and Excel.
4. Proven ability to work as a member of a team and contribute to team goals.
5. Demonstrated interpersonal skills and ability to communicate effectively to respond to customer enquiries.
6. Class C NSW driver licence.

Date:

Agreed:

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Name (please print)

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Signature

# APPLICATION FORM

## Casual Customer Service Officer

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact number: \_\_\_\_\_

(If you have a resume, please include it with the application form)

**Please answer the following questions.**

1. What experience do you have in Business Administration or similar roles?

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2. What experience do you have with Microsoft Word, Outlook, and Excel?

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3. How do you make sure you keep yourself and other safe at work?

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**Put a tick in the box if you have the following and make sure you include a copy of your ticket or licence with your application.**

<input type="checkbox"/>	Certificate II in Business Administration or solid experience in a similar role	<b>Essential</b>
<input type="checkbox"/>	Demonstrated experience with Microsoft Word, Outlook, and Excel	<b>Essential</b>
<input type="checkbox"/>	Class C NSW Driver Licence	<b>Essential</b>

**Give us the name and contact details for 2 work referees**

**Referee 1**

Name: \_\_\_\_\_

Contact number: \_\_\_\_\_

**Referee 2**

Name: \_\_\_\_\_

Contact number: \_\_\_\_\_

## **Submit your application**

Mark your application "Attention HR Manager" and submit it by:

1. Emailing it: [jobs@bourke.nsw.gov.au](mailto:jobs@bourke.nsw.gov.au)
2. Posting it: Bourke Shire Council, PO Box 21 Bourke NSW 2840
3. Delivering it: 29 Mitchell Street Bourke NSW 2840