

Customer Service Officer (BOQ)

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Full time, Part time Subject to Council's capacity to pay, funding, and employee performance
Industrial Instruments	Queensland Local Government Industry (Stream A) Award – State 2017 Barcaldine Regional Council Certified Agreement 2022
Classification	Minimum Level 3.1
Reports to	Relevant District Manager
Direct Reports	Supervision and direction of other employees may be required.

About Council

Barcaldine Regional Council, located in the heart of the Central West of Queensland, is committed to providing exceptional services to the Barcaldine region, which includes the communities of Alpha, Jericho, Barcaldine, Aramac, and Muttaborra. With a wealth of talent within the organisation, and amazing facilities, we have created a vibrant workplace that blends old-fashioned, small-town charm with a rich indigenous history. We honour the Iningai and Bidjara peoples, the Traditional Custodians of this land, and embrace the diversity of Elders and community members.

Barcaldine Regional Council strives to provide our employees with a safe, secure, and supportive environment, where employees are encouraged to live by our values and reach their full potential. Our vision is to have a positive, sustainable, and innovative workplace, ensuring a bright future for all.

Our Values

 HONESTY WE ALWAYS TELL THE TRUTH	 EMPATHY WE WILL SEEK TO LISTEN AND UNDERSTAND THE PERSPECTIVES OF OTHERS. WE WILL TREAT ALL WITH KINDNESS	 ACCOUNTABILITY WE WILL TAKE RESPONSIBILITY FOR OUR CHOICES, ACTIONS, BEHAVIOURS, PERFORMANCE AND DECISIONS	 RESPECT WE WILL BE PRESENT, VALUE OTHERS AND WELCOME DIVERSITY	 TRUST WE WILL GAIN THE TRUST OF OTHERS BY LIVING OUR VALUES
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Key Responsibilities

Customer Service Responsibilities:

- Assist in the daily operations of the Council's Bank of Queensland Branch and/or Rural Transaction Centre, ensuring compliance with the policies and procedures of both the Council and the Bank of Queensland.
- Respond to a variety of customer requests and inquiries via telephone or in person, including questions about banking products and services such as savings accounts, business accounts, loans, telephone banking, and internet services.
- Actively promote and suggest appropriate products and packages to customers, providing basic financial information as needed.
- Deliver friendly and efficient service to customers, including internal and external stakeholders.
- Resolve customer complaints at the first point of contact whenever possible, and refer customers to the appropriate Branch or specialist sales area.
- Support branch operations by adhering to the Bank's policies and procedures regarding compliance and security.
- Follow the Bank of Queensland's cash, security, and risk requirements, contributing to the management and enhancement of banking operations and operational risk.
- Complete all required Bank training and maintain up-to-date knowledge of products and services.

QGAP Responsibilities:

- Carry out QGAP duties as instructed in alignment with Council's agreement with Smart Services Queensland.
- Assist in the operation of the QGAP Agency, acting as a representative of the Queensland Government in Aramac, and provide services as per established service agreements.
- Help prepare daily disbursement of funds and related documentation for service agencies, ensuring control totals are accurate.
- Provide information and assist customers with services on behalf of various State Government Departments.

Ongoing Support:

- Perform general cleaning and administrative tasks for the centre as needed.
- Utilise computers and internal systems to complete duties and responsibilities effectively.
- Manage priorities, meet deadlines, and balance competing demands while working independently and as part of a team.

Fundamental Responsibilities

- Comply with all Council policies, practices, and procedures and fulfill Council reporting functions as required.
- Be aware of and comply with all statutory workplace safety legislation and Council's Work Health and Safety Management System, Work Health and Safety policies, procedures, and duty statements.
- Promote safe working practices and maintain a safe, neat and tidy work environment.
- Minimise wastage in all activities while ensuring safety and effectiveness remain uncompromised, adhering to environmentally responsible practices.
- Ensure the security and appropriate use of Council information at all times.
- Monitor personal qualifications and licences to ensure currency, and participate in formal and on the job training to assist in ensuring a satisfactory knowledge and skill base.
- Work cooperatively and effectively in a team environment, communicating reliably and regularly.
- Deliver high quality customer service within the organisation and to the public.
- Uphold high standards of ethical conduct and integrity in all activities.
- Actively engage with Council and community to identify needs and opportunities, and provide suggestions for improvement to enhance community well-being and foster sustainable development.

NOTE: Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their band level, and in any area of Council.

Physical Demands and Work Environment

- In this role, you will occasionally be required to lift and carry heavy objects (weighing up to 10kg), with occasional repetitive tasks (bending, squatting, climbing, twisting, and reaching) and motions (simple grasping, fine manipulation, pushing and pulling, finger dexterity, and foot movement).
- Incumbents must possess adequate peripheral vision, hearing, depth perception, and colour discrimination to effectively perform the duties of this position.
- Incumbents will encounter occasional exposure to risks in the workplace which will require you to follow relevant site processes and wear the appropriate identified personal protective equipment (PPE) to ensure the safety of all employees.

Essential Criteria

Education:

- Minimum Year 12 Certificate or equivalent.
- Relevant formal qualifications in an appropriate field highly regarded.

Licensing:

- Current Queensland class 'C' Driver Licence.

Experience and Knowledge:

- Minimum 2 years of experience in banking, financial, and administrative support, with a solid understanding of relevant practices and procedures.
- Previous cash handling and customer service experience (desirable).
- Proven ability to work collaboratively and contribute positively within a team environment.
- Strong written and verbal communication skills, along with well-developed interpersonal skills.
- Excellent self- and time management skills, with the capability to work independently, think strategically, and develop creative solutions to problems.
- Proficient in the operation of internal computer systems, including BOQ software and Microsoft Office Suite, with the ability to learn quickly and adapt to new technology.
- A commitment to Workplace Health and Safety, with a solid understanding of maintaining a safe work environment.
- Strong literacy and numeracy skills appropriate for the position.

Acknowledgement

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Approving Manager:	
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	