



Employment Application Pack

Position Title:	Customer Service Officer
Vacancy Reference Number:	VRN23/24 - 115
Department:	Executive Services
Location:	Biloela
Employment Status:	Part Time, Permanent
Recruitment Commences:	26 March 2024
Recruitment Closes:	9 April 2024

TO APPLY

Submit the following documentation via email or in person:

- Application for Employment
- Cover Letter
- Resume
- Copies of any relevant Qualification/Tickets/Licences **are** required to be submitted (please also include details in the application form)

Your Cover Letter should outline qualifications, education and licences as well as abilities, skills and knowledge found on page two of the Position Description. Ensure you provide relevant examples where you have demonstrated your ability to perform the duties and responsibilities required in the Position Description.

Email: enquiries@banana.qld.gov.au

In person: Banana Shire Council Admin Office, 62 Valentine Plains Road, Biloela

BANANA SHIRE COUNCIL APPLICATION FOR EMPLOYMENT

APPLICANT DETAILS

POSITION APPLYING FOR: Customer Service Officer		VRN 23/24-115
FAMILY NAME:		GIVEN NAME(S):
TITLE: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other _____		
MAILING ADDRESS:		MOBILE NO:
POSTCODE:		TELEPHONE NO:
EMAIL ADDRESS:		

IN ORDER FOR BANANA SHIRE COUNCIL TO MONITOR ITS ADVERTISING, COULD YOU PLEASE INDICATE WHERE YOU SAW THIS POSITION ADVERTISED?

<input type="checkbox"/> Facebook	<input type="checkbox"/> SEEK	<input type="checkbox"/> LinkedIn
<input type="checkbox"/> Newspapers _____	<input type="checkbox"/> Posters/Mail outs	<input type="checkbox"/> The Australian Local Government Job Directory
<input type="checkbox"/> Banana Shire Council Website	<input type="checkbox"/> On-Line (Please specify website) _____	

ELIGIBILITY TO WORK IN AUSTRALIA (Originals must be presented upon, or prior to, commencement of employment as requested by Council)

Are you an Australian/New Zealand citizen or Permanent Resident? Yes ☐ No ☐

If no, do you have a working visa? (Please specify type) Yes ☐ No ☐

LICENCES (Originals must be presented upon, or prior to, commencement of employment as requested by Council)

Class of Licence:	<input type="checkbox"/> Car (C)	<input type="checkbox"/> LR	<input type="checkbox"/> MR	<input type="checkbox"/> HR	<input type="checkbox"/> HC	<input type="checkbox"/> MC	<input type="checkbox"/> RE/R
<input type="checkbox"/> Open <input type="checkbox"/> Provisional <input type="checkbox"/> Learners							
Licence issued in	<input type="checkbox"/> Queensland	<input type="checkbox"/> Another State/Territory	<input type="checkbox"/> Another Nation				

PLANT OPERATOR TICKETS (Originals must be presented upon, or prior to, commencement of employment as requested by Council)

Please list the **current** Plant Operator Tickets you possess (**Please provide details on a separate sheet if necessary**):

BLUE CARD (Originals must be presented upon, or prior to, commencement of employment as requested by Council)

Do you possess a Blue Card issued by the Commissioner for Children and Young People and Child Guardian? ☐ Yes ☐ No

WHITE CARD (Originals must be presented upon, or prior to, commencement of employment as requested by Council)

Do you possess a White Card (QLD General Safety Induction [Construction Industry] Certification)? ☐ Yes ☐ No

QUALIFICATIONS (Please provide details on separate sheet if more than one Qualification is held)

Level of Qualification: ☐ Masters ☐ Post Graduate ☐ Degree ☐ Diploma ☐ Certificate/Trade ☐ School

Course Name:	Year Qualification Obtained:
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Educational establishment where qualification attained: ☐ University ☐ TAFE ☐ Other Training Centre ☐ School

Name of Establishment: _____ Country (If outside Australia): _____

REASONABLE ADJUSTMENTS

Should you be shortlisted, are there any considerations that Council need to be aware of to make reasonable adjustments? Yes ☐ No ☐

If yes, please state details:

WORK RELATED REFEREES

Name: _____ Mobile phone No : _____

Organisation: _____ Business phone No: _____

Name: _____ Mobile phone No : _____

Organisation: _____ Business phone No: _____

EMPLOYMENT HISTORY (Mandatory)

Employer	Length of Service	Year Completed Service	Summary of duties	Business phone no.

I hereby grant Banana Shire Council Human Resource Business Partner permission to contact the Payroll department of the above mentioned Employer to confirm the following;

1. Length of Service
2. Position Title held at time of resignation

PERMISSION/DECLARATIONS

- To avoid any potential conflict of interest in appointing an independent interview panel, please advise if you have an association with or connection to current members of staff. Note: this information is confidential and will only be used to select an independent interview panel.

☐ Yes ☐ No

If yes, please indicate persons you have an association with: _____

- I certify that all answers and statements on this Application Form and any attachments thereto are true and complete to the best of my knowledge. I understand that, should I provide untruthful or misleading information, this application may be rejected or my employment with Council subsequently terminated.
- I agree to complete the Health Declaration Form and agree to a medical examination with Council's medical practitioner if required by Council.
- I authorise Council to conduct Police Search checks for any offences that may be recorded against me. I understand that an adverse result may affect my employment or potential employment opportunities with Banana Shire Council.
- I authorise Council to contact my listed referees and the Employer's Payroll Department for employment purposes only.

Name: _____ Signature: _____ Date: _____

PRIVACY COLLECTION NOTICE:

The personal information gathered by Banana Shire Council on this form is for recruiting purposes only and will not be used for any other purpose or given to any other party unless you have consented, or Council is required or authorised by law to do so.

Thank you for applying for this position. Council welcomes copies of supporting documentation and your resume, however, original documents and presentation folders will not be returned

POSITION DETAILS

Position Title:	Customer Service Officer		
Classification:	2	Position Status:	Part Time, 24 hours/fortnight
Employment Conditions:	Queensland local Government Industry Award (Stream A) – State 2017 Banana Shire Council Enterprise Agreement 2021		
Department:	Executive Services	Location:	Biloela
Reports to:	Team Leader – Customer Service	Number of reports:	-

ABOUT COUNCIL

Our Vision

“Shire of Opportunity”

To improve the quality of life for our communities through the delivery of efficient, effective and sustainable services and facilities.

Our Mission

Our Council is committed to promoting and striving for continuous improvement in all that we do, for the benefit and growth of the whole of our Shire.

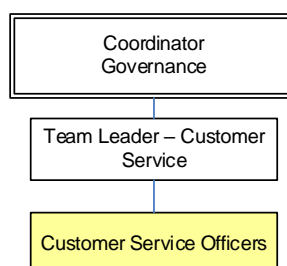
Our Values

- Advocacy for our people
- Effective and responsive leadership
- Integrity and mutual respect
- Honesty, equity and consistency in all aspects of Council’s operations
- Quality of service to our citizens
- Work constructively together, in the spirit of teamwork
- Sustainable growth and development

GENERAL POSITION INFORMATION

To provide quality customer service and information to clients and assist in the day to day operation of the Biloela Office.

ORGANISATIONAL REPORTING ARRANGEMENTS



DUTIES AND RESPONSIBILITIES

- Provide accurate, timely and appropriate information and assistance to customers in all aspects of Council operations including tourist information without referral where possible
- Respond promptly and professionally to incoming phone calls
- Respond promptly and professionally to customers at the counter
- Process customer service requests, complaints, general enquiries and transactions
- Accurately receive, receipt and process applications and provide information for various Council Departments and initiate action as required
- Undertake general administrative duties
- Actively contribute to the ongoing development of Customer Service standards and strategies to demonstrate continuous improvement and best practice in customer service delivery
- Actively participate to the continuous improvement of the Moura Office
- Contribute to the promotion of the image of the Council and the maximisation of good public relations
- Liaise with clients, other Council staff, the public, consultants, utility and government authorities in the performance of duties including providing and obtaining information
- Undertake routine administrative tasks as required by the position eg. timesheets
- Assist senior staff to continuously improve work processes and develop new practices as required
- Participate in training, exercises and response to disaster management and recovery as required
- Undertake other relevant duties as directed, consistent with skills, competence and training

QUALIFICATIONS, EDUCATION AND LICENCE REQUIREMENTS

Compulsory

- Current class C drivers licence

Desirable

- Qualifications in relevant customer service or business administration considered highly desirable

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Compulsory

- Demonstrated experience in a customer focused role
- Demonstrated high level customer service and interpersonal skills
- Proven telephone skills, preferably with experience in high call volumes
- Proven ability to work effectively in a team environment, handle cash, meet deadlines, maintain confidentiality and establish work priorities
- Sound negotiation and conflict resolution skills and the ability to work under pressure when dealing with difficult customers in stressful situations
- Excellent understanding of and commitment to EEO and WHS principles and practices

Desirable

- High standard of keyboard accuracy and computer skills including word processing, and database software

CORPORATE OBLIGATIONS

The Employee agrees to comply with the following:

- Workplace Health and Safety policies and procedures
- Customer service standards
- Council's Code of Conduct
- Council's Environmental Policy
- Human rights legislation, actively promoting its principles in all activities
- Human Resources policies and procedures
- Financial Management policies and procedures
- Records Management policies and procedures
- Disaster Management policies and procedures

SPECIFIC CONDITIONS/REQUIREMENTS

- The employee acknowledges that this role requires them to hold and maintain a class 'C' manual drivers licence and that the loss of licence may jeopardise employment with Council
- The employee acknowledges that this role has been identified as working in an 'at risk work location' and/or is an 'at risk worker' and subsequently agrees to be protected by the relevant immunisations in accordance with Council's Staff Immunisation Program and will participate in required health monitoring in accordance with the guidelines set out by council and relevant legislation and industry standards.

ACKNOWLEDGEMENT

This position description outlines the responsibility level of the role and the general nature of work to be performed in this role. Your Supervisor will facilitate training and provide guidance on the specific requirements of the role. By signing this document you understand this and commit to the corporate obligations and specific conditions/requirements of the role as listed above and understand that failure to comply may jeopardise your employment with Council.

Name:

Signature:

Date: