



## POSITION DESCRIPTION

### PART 1 – POSITION DETAILS

<b>Position Title:</b>	Customer Services Officer
<b>Classification Level:</b>	QLGIA (stream A) – Division 2, Section 1- Level 3
<b>Industrial Instruments:</b>	Torres Shire Council Certified Agreement 2022
<b>Date prepared/ Updated:</b>	02/04/2026
<b>Position Purpose:</b>	To provide professional, efficient and customer-focused administrative and front-of-house services to Council, ensuring smooth daily operations of the main office, accurate financial handling, and effective support for facilities, events and corporate functions
<b>Reports To:</b>	Manager Corporate & Community Services
<b>Roles Reporting to This:</b>	Nil
<b>Key Relationships / Interactions:</b>	<ul style="list-style-type: none"> <li>• Internal: Council employees, supervisors, and managers</li> <li>• External: Community members, government agencies, service providers, and contractors</li> </ul>
<b>Decision Making Authority:</b>	The role operates under general supervision, applying established procedures and exercising limited decision-making initiative in day-to-day administrative activities.

### PART 2 – KEY RESPONSIBILITIES

Key Result Area	Major Tasks
<b>Job Specific Responsibilities</b>	<p><i>Customer Service &amp; Front Office Operations</i></p> <ul style="list-style-type: none"> <li>• Provide high-quality customer service via front counter, telephone and email enquiries.</li> <li>• Respond to and/or direct enquiries promptly and accurately.</li> <li>• Ensure a welcoming, professional and organised front office environment.</li> </ul> <p><i>Facilities &amp; Booking Administration</i></p> <ul style="list-style-type: none"> <li>• Manage facility bookings, including preparing hire quotes and confirmations.</li> <li>• Coordinate bookings to ensure availability, accuracy and appropriate use of Council facilities.</li> <li>• Liaise with internal teams to support booking requirements where necessary.</li> </ul> <p><i>Financial &amp; Cash Handling</i></p> <ul style="list-style-type: none"> <li>• Undertake cash handling in accordance with Council policies and procedures.</li> <li>• Balance daily takings and perform daily till reconciliation.</li> <li>• Prepare and complete daily banking securely and accurately</li> </ul>



	<p><i>Corporate &amp; Office Administration</i></p> <ul style="list-style-type: none"> <li>• Coordinate stationery ordering and maintain adequate stock levels.</li> <li>• Manage printing and document preparation as required.</li> <li>• Provide Local Fare Scheme Administration</li> <li>• Arrange travel bookings for staff, including flights and accommodation.</li> <li>• Coordinate catering for main office meetings and events</li> </ul> <p><i>Council &amp; Event Support</i></p> <ul style="list-style-type: none"> <li>• Prepare and set up Council Chambers for meetings, including room layout.</li> <li>• Ensure kitchen readiness, including tea, coffee and supply availability.</li> <li>• Provide administrative support for meetings and functions as required.</li> </ul> <p><i>Records, Notices &amp; Community Information</i></p> <ul style="list-style-type: none"> <li>• Distribute notices and public information as directed.</li> <li>• Ensure accurate and timely handling of administrative communications</li> </ul> <p><i>Cemetery Administration</i></p> <ul style="list-style-type: none"> <li>• Address and process burial related enquiries.</li> <li>• Ensure compliance with relevant policies and legislative requirements.</li> </ul>
<p><b>Supervisory Responsibilities</b></p>	<p>Nil</p>
<p><b>Communication &amp; Interpersonal Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate Council’s values of respect, accountability, teamwork, and service through all communications</li> <li>• Act professionally, ethically, and with cultural awareness at all times.</li> <li>• Support diversity, inclusion, and equal employment opportunity.</li> </ul>
<p><b>Legislative Responsibilities</b></p>	<p>Observe Council’s policies and procedures to ensure compliance with all relevant legislation, including but limited to:</p> <ul style="list-style-type: none"> <li>• <i>Torres Shire Council Certified Agreement 2022</i></li> <li>• <i>Local Government Act 2009</i></li> <li>• <i>Local Government Regulations 2012</i></li> <li>• <i>Public Sector Ethics Act 1994.</i></li> <li>• <i>Industrial Relations Act 2016</i></li> <li>• <i>Workplace Health and Safety Act 2011.</i></li> <li>• <i>Commonwealth Disability Discrimination Act 1992.</i></li> <li>• <i>Commonwealth Age Discrimination Act 2004.</i></li> <li>• <i>Commonwealth Racial Discrimination Act 1975</i></li> <li>• <i>Commonwealth Sex Discrimination Act 1984</i></li> <li>• <i>Environmental Protection Regulation 2019</i></li> <li>• <i>Equal Opportunity in Public Employment Act 1992.</i></li> <li>• <i>Anti-Discrimination Act 1991.</i></li> <li>• <i>The Public Records Act 2023.</i></li> <li>• <i>Public Interest Disclosure Act 2010.</i></li> <li>• <i>Privacy Act 1988 (Cth).</i></li> </ul>
<p><b>Workplace Health and Safety Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Comply with Torres Shire Council WHS policies and procedures.</li> <li>• Take reasonable care for personal safety and the safety of others in the workplace.</li> </ul>

**PART 3 – PERSON SPECIFICATION**



<b>Personal Attributes</b>
<ul style="list-style-type: none"><li>• Customer-focused mindset</li><li>• Attention to detail and accuracy</li><li>• Organisation &amp; reliability</li><li>• Ability to communicate professionally to a wide variety of people</li><li>• Adaptability &amp; flexibility</li><li>• Ability to prioritise tasks in often conflicting priorities</li><li>• Personal integrity &amp; accountability</li><li>• Initiative &amp; problems solving</li><li>• Resilience &amp; emotional control</li><li>• Commitment to standards</li></ul>
<b>Technical Skills &amp; Abilities</b>
<ul style="list-style-type: none"><li>• Certificate II or III in Business Administration or equivalent experience (desirable).</li><li>• Current "C" Class Driver Licence (if required).</li></ul>

#### **PART 4 – SELECTION CRITERIA**

<b>Essential Skills, Experience &amp; Qualifications</b>
<ul style="list-style-type: none"><li>• Experience performing administrative and customer service duties in an office environment.</li><li>• Ability to follow established procedures and work with general supervision.</li><li>• Experience in addressing enquiries and communicating professionally to a wide range of people</li><li>• Strong communication and interpersonal skills</li><li>• Experience in cash handling and financial reconciliation</li><li>• Ability to manage multiple tasks and priorities effectively</li><li>• High level of organisation and attention to detail</li><li>• Competence in Microsoft Office or similar systems</li></ul>