

Position Description

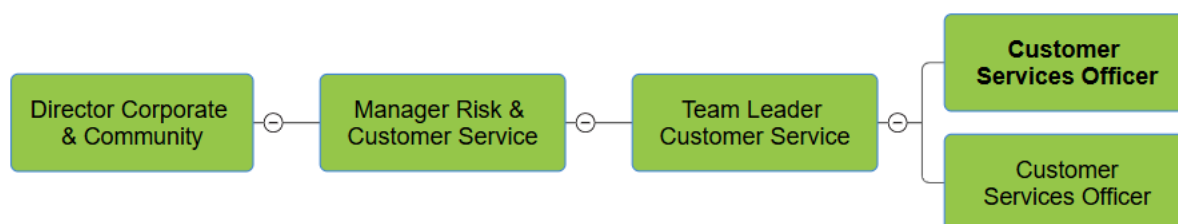
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Position:	Customer Service Officer (215)
Division	Risk & Customer Service
Band/Grade:	Local Government (State) Award: Band 1 Level 3 Grade 5
Reports to:	Team Leader Customer Service
Location:	Max Centre, 30 Heber Street, Moree
Reviewed:	January 2026

POSITION PURPOSE

The Customer Service Officer plays a vital role as Moree Plains Shire Council's first point of contact for the community, delivering a welcoming, courteous, and high-quality service to both internal and external customers. This public-facing position provides responsive and accurate information to foster a culture of service excellence, collaboration, and teamwork. By upholding the Council's SHARP values, the role ensures positive resolutions for enquiries, service requests, and complaints. Beyond the front counter, the position provides essential administrative support to the Corporate and Community Services department. This includes managing documentation, tracking service requests, and coordinating internal workflows to ensure Council meets its operational commitments to stakeholders and the broader community.



KEY DUTIES AND RESPONSIBILITIES

1. Provide prompt, efficient, and accurate assistance for customers seeking advice, information, or services from Moree Plains Shire Council.
2. Represent Council professionally and consistently, acting as the interface between the community and Council's departments and working collaboratively within the Customer Service Team to deliver a positive customer experience aligned with Council's standards and values.
3. Respond to face-to-face and switchboard telephone enquiries in a professional manner; providing information, taking messages, or redirecting customers to the appropriate Council officer as required.
4. Handle complaints and requests in accordance with Council's Customer Service Standards and accurately log all data into Council's Customer Request Management (CRM) System.
5. Perform Cashiering duties including, accurately processing payments (cash, cheques, credit cards EFTPOS), receipting and daily front counter system reconciliations, in line with finance processes.
6. Respond to general rates and charges (including water) enquiries, basic debt collection enquiries and other billing matters.
7. Respond to cemetery enquiries, liaising with funeral directors and the bereaved in a respectful and understanding manner, making funeral and interment bookings, taking payments, ordering plaques and raising/processing purchase orders, and updating the cemetery database.

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8. Build and maintain effective communication channels and collaborative working relationships with all Council departments to ensure the seamless delivery of services and accurate information exchange.
9. Ensure records are filed correctly in Council's Record Management System.
10. Ensure Council's procurement policies are adhered to when raising purchase orders or performing relevant financial tasks.
11. Contribute holistically to the implementation of Moree Shire Plains Council's Operational Plan and collective organisational goals.

**Please note duties and responsibilities may vary from time to time as operational needs arise, on direction from the manager.*

Behaviours and personal attributes:

- Enthusiastic
- Friendly
- Professional
- Patient
- Well-spoken and communicative

Key relationships

- Customer Service Team.
- Internal and external Stakeholders including community members.

SELECTION CRITERIA

Essential Criteria:

1. Certificate III in Business Administration or Customer Engagement or similar discipline and/or relevant work experience in the administration support and customer service, executive assistance or similar role.
2. Proficiency in managing multi-channel inquiries and administrative workflows while maintaining a high standard of accuracy and client-centred professionalism.
3. Proven people and negotiation skills and a warm, approachable demeanour with the ability to clearly convey complex information and develop rapport with a diverse range of people.
4. Self-motivated with the ability to confidently work both independently and within a team.
5. Good analytical and problem-solving skills with the capacity to determine appropriate outcomes and effectively prioritise in a reactive environment.
6. Working knowledge across Microsoft Office Suite combined with developed literacy, numeracy and accurate record-keeping skills.

Desirable Criteria:

1. Previous Local Government experience.
2. Experience using Civica Authority software or similar systems.

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3. Experience with Content Manager or equivalent electronic records management systems.
4. Class C Drivers Licence.

Pre-employment checks:

1. Pre-employment medical which may include drug and alcohol testing.
2. National Criminal History Check.

COUNCIL ACCOUNTABILITIES

- To comply with legislative requirements.
- In accordance with the Workplace Health and Safety Act, employees must take all reasonable care for their own safety and the safety of others in the workplace.
- Comply with Council's plans, policies, procedures and Code of Conduct.
- To understand, adhere and promote Council's Equal Employment Opportunity (EEO) and diversity policies and procedures.
- To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your role.

COUNCIL VALUES

Moree Plains Shire is a strong, robust community providing a relaxed, healthy and harmonious lifestyle. Our economy supports the local region and preserves the important environmental qualities of our area. We are committed to playing our role in helping build the community we want for our future and leading the way in fostering a healthy, positive and well-resourced community.

S	H	A	R	P
Safe Prioritise the safety of our team members, contractors, community and environment.	Helpful Take the initiative to help. Offer solutions. One team.	Accountable Take ownership. Have the courage to call things out. Keep others accountable.	Respectful Mutual Respect. No time for disrespect.	Productive Push for results. Drive with urgency. Focus on quality.

These behaviours, in combination with further expectations and requirements outlined in Moree Plains Shire Council's internal Policies and Code of Conduct, apply to all employees of Council.

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description and my delegations. As the incumbent, I agree to work in accordance with the position requirements and will abide by Council's policies, procedures and values. I understand this

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role description is designed to guide the responsibilities and activities undertaken and acknowledge the organisation, in response to changing priorities, may vary responsibilities from time to time.

Signature:

Date: