

Position Description

Customer Service Officer

Your role:	Customer Service Officer
You will report to:	Team Leader Council Customer Service
Your Directorate:	Community & Development
Your Salary Level:	General Officer Level 2 Step 1 (\$38.66 per hour + 25% casual loading)
Special Conditions:	Availability to be flexible over a 7-day roster, including evening and weekend shifts with the ability to work across all sites A satisfactory Medical Clearance for this role is required A current National Police Certificate is required, and the incumbent must undertake Child Safe Environments Training every three years

Position Overview

This role is responsible for delivering high-quality customer service across both Council and Library operations. Service is provided through various channels, including in-person, phone, and digital platforms, using relevant knowledge, information systems, and professional expertise.

The Customer Service Officer will be rostered across multiple service points covering Libraries, Contact Centre, and Front Counters, in line with operational needs and requirements.

Working under general supervision in a dynamic and evolving environment, the incumbent will carry out a variety of tasks and is expected to use sound judgement and initiative within established guidelines and procedures. Support and specialist advice are readily available from senior staff when required.

About the Team

You will be part of a dedicated Libraries and Customer Service team within a Directorate focused on shaping a vibrant and thriving community. Through strategic leadership, active collaboration, and a commitment to continuous improvement, the team delivers excellence in service across both library and council operations.

This team plays a vital role in fostering strong community connections and delivering outstanding outcomes in engagement and service delivery. Guided by the principles of the Customer Service Framework, team members are passionate about providing exceptional service that consistently prioritises the needs and experiences of our community.



Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Grounded In Trust

Build strong foundations through respect, safety, integrity and transparency

Cultivating Connections

Engage with each other and our community to create a thriving, collaborative environment

Nurturing Excellence

Deliver with pride to achieve the best outcomes and celebrate our success

Sowing Seeds for Tomorrow

Foster growth and innovation for a sustainable future

Your Stakeholders

Internal

Library and Customer Service team, all other departments and employees across the organisation

External

The Adelaide Hills Community, including residents, land owners, business owners and operators, visitors, workers, students and volunteers

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Provide high-quality customer service across Council and Library service points, including phone, in-person, and online channels.
- Resolve general enquiries at first point of contact by using generalist knowledge and sound judgement to address a wide range of customer needs efficiently and professionally, ensuring a positive experience for all community members.
- Maintain a thorough and current understanding of Council systems, policies, and procedures to ensure accurate and effective service delivery.
- Direct technical enquiries to the appropriate staff when specialist input is needed in a clear and courteous manner, ensuring clear and timely communication with the customer throughout.
- Navigate and utilise multiple digital platforms and databases to access, interpret, and communicate relevant information to customers across Council and Library services.
- Enter and update data across various systems to ensure customer records, service requests, and outcomes are complete, maintained, and compliant with Council procedures.
- Assist users with borrowing, navigating digital collections, using public computers, and accessing e-resources, while promoting digital literacy and inclusion.
- Accurately process payments, balancing and reconcile transactions, while following financial procedures to ensure secure and accountable handling of all monetary transactions.
- Maintain a well-presented, organised, and accessible environment in libraries and customer service centres, contributing to a positive and inclusive public space ensuring that displays and information are current and relevant.
- Share knowledge, support new or less experienced colleagues, and actively participate in initiatives aimed at enhancing service quality and team performance.
- Demonstrate professionalism, empathy, and respect in every customer interaction, ensuring services reflect Council's commitment to community-first service delivery.

Position Criteria

Technical Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrated commitment to outstanding customer service and the improvement of the customer's experience. • Excellent active listening skills with the ability to ask questions, identify needs and provide solutions according to Council policies and guidelines. • Ability to identify and interpret relevant sources of information to provide the appropriate outcome for customers. 	Essential
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	<ul style="list-style-type: none"> • High level of digital literacy with the ability to work in multiple systems and a range of customer service channels simultaneously and a confident approach to emerging technologies including digital resources. • Ability to work independently and (at times) in isolation to provide both library and council customer service 	
	<ul style="list-style-type: none"> • Sound knowledge of Local Government roles, functions, processes and policies. • Understanding of the philosophy, role and purpose of a public library. • Demonstrated competency in cash and payment handling, receipting and reconciliation processes. 	Desirable
Collaboration and Communication	<ul style="list-style-type: none"> • Experience in contributing and being an active member of a high performing team. • Outstanding interpersonal skills and the ability to engage with a diverse range of people. • Good organisational and time management skills with a high level of attention to detail and accuracy. 	Essential
Qualifications	<ul style="list-style-type: none"> • Demonstrated experience in a contact centre or customer facing role. 	Essential
Customer Service	<ul style="list-style-type: none"> • Demonstrated achievement in and enthusiasm for the provision of high-quality customer service 	Essential
Government Experience	<ul style="list-style-type: none"> • Experience working in a local government environment 	Desirable
Corporate Experience	<ul style="list-style-type: none"> • Working knowledge of Office 365 and use of corporate technology 	Essential
Finance Delegations	<ul style="list-style-type: none"> • Nil 	
People Leadership	<ul style="list-style-type: none"> • Nil 	

Job Requirements Guide

Frequency guide

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| 1. Constant (ongoing, occurs daily) | 2. Frequent (occurs 1-2 times daily) |
| 3. Occasional (occurs 2-4 times per week) | 4. Infrequent (occurs once per week or less) |

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y		X			
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y				X	
Climbing e.g. stairs/steps/ladders	Y		X			
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	N				X	
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y			X		
Pushing/pulling/dragging	Y				X	
Gripping/grabbing	Y	X				
Fine hand coordination	Y		X			
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	N					
Work at heights	N					
Work in confined spaces	N					
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N					
Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N					
Exposure to fumes/dust	N					
Managing security/private information	Y	X				

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y		X			
Dealing with difficult/complex negotiation of a personal nature	Y		X			
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y		X			
Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				