

POSITION DESCRIPTION

Position Title:	Customer Service and Records Trainee
Position Number/s:	CCB-L08
Employment Type:	Full time, Limited Tenure for up to twelve (12) months
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Order – Apprentices' and Trainees' Wages and Conditions (excluding certain Queensland Government Entities) 2003 Queensland Local Government Industry (Stream A) Award – State 2017
Classification:	Trainee
Directorate:	Corporate and Community Building

POSITION OBJECTIVE

Complete a traineeship within Customer Service and Records whilst undertaking a course of study. Under supervision, the Customer Service and Records Trainee will undertake tasks developing a range of competencies in order to complete a Certificate III in Business (Administration) through formal on and off the job learning activities.

The Customer Service and Records Trainee will be responsible for assisting with a range of operational, administrative, records and customer service functions in alignment with Council's Customer Service strategic directions.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Customer Service and Records Coordinator
Directly supervises:	Nil

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

KEY RESPONSIBILITIES

1. Assist in opening, collating and distributing internal, incoming and outgoing mail.
2. Efficient and accurate data entry within Council's electronic document management system (ECM) and the TechOne Property & Rating module.
3. Provide basic general administration duties such as answering phones, receipting, photocopying, scanning, and creation of basic business documents.
4. Assist in a broad range of customer service tasks related to the Corporate and Community Building Directorate.
5. Provide excellent customer service to internal and external customers and promote a positive customer service experience.
6. Work effectively under close supervision as part of a small team.
7. Assist with the facilitation of file and information retrievals and returns.
8. Undertake allocated tasks effectively and efficiently within established time objectives as required/directed.

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9. Maintain compliance with the Records Management Policy and business rules.
10. Complete the requirements of a relevant Certificate III in Business (Administration) which requires a commitment to studying in the incumbent's own time.
11. Achieve the milestones set out in the individual Training Plan.
12. Undertake internal training opportunities as identified.
13. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
14. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

| Knowledge, skills and abilities |

Essential:

- Sound computer skills including experience in the use of the Microsoft Office suite of applications, in particular, Outlook, Word and Excel.
- Ability to demonstrate effective and efficient time management skills with the ability to apply attention to detail and accuracy.
- Ability to work effectively in a small team, in a professional and positive manner.
- Sound understanding of confidentiality with the ability to work with sensitive information and maintain discretion.
- Good verbal and written communication skills including the ability to liaise with a wide range of people at all levels.
- Commitment to demonstrate a positive customer service experience.
- Ability to perform the physical requirements of the role.
- Eligibility for First Start funding under the Skilling Queenslanders for Work initiative.
- Demonstrated enthusiasm to obtain and ability to commit to completing a Certificate III in Business Administration and a keenness to learn.
- Demonstrated commitment to safe working practices, with the ability to identify, resolve and report workplace health and safety issues appropriately.

| Education/Qualifications |

Essential:

- Minimum education level of completion of Year 10 or equivalent and/or relevant work experience.

| Licences |

Essential:

- Possession of a minimum Queensland Provisional ('P' class) C class driver's licence, or ability to obtain.

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PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in a shared office setting, which involves prolonged periods of sitting at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Council's P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:** _____
(Name)

Date: _____

Manager: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____