

## POSITION DESCRIPTION

<b>POSITION:</b> Trainee Customer Resolution Officer	
<b>DIRECTORATE:</b> Business Services	<b>GROUP:</b> Engagement
<b>SECTION:</b> Customer Experience	<b>REPORTS TO:</b> Team Leader Customer Experience
<b>GRADE:</b> Training	<b>EMPLOYMENT TYPE:</b> Temporary Full Time
<b>HOURS/WEEK:</b> 35	<b>POSITION No.:</b> 369
<b>DATE:</b> December 2025	

### OUR VISION

*“Empowering the community and visitors to enjoy and grow our opportunities”.*

### OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

### THE DIRECTORATE

The Business Services Directorate is focused on enabling and supporting the City through the provision of high-quality customer services, robust business systems, contemporary people and culture approaches and positive communications and engagement. The Directorate also covers our Commercial Business areas of Holiday Parks, Laboratory, City Smart Solutions and the management of the City's Property portfolio.

## **THE GROUP/SECTION**

Our Engagement Group takes a proactive approach to providing the best possible service for our external customers, while also supporting a range of internal functions. The Group also prides itself on the delivery of high quality engagement and communications approaches and solutions. The Group delivers guidance and support to the organisation to meet its records management responsibilities.

## **POSITION OBJECTIVES**

- Providing proactive support to customers via over the counter, email and phone.
- Ensuring a positive experience for customers and being a brand ambassador for the City.
- Undertaking administration and processing of records, correspondence and electronic forms.
- Taking payments and issuing receipts.

## **KEY ACCOUNTABILITIES**

### **Work Health & Safety (WHS)**

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

### **Customer Service**

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

### **Community Engagement**

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management



## **Learning and Development (L&D)**

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

## **Sustainability**

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

## **Continuous Improvement**

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

## **Organisation Support**

- Support the leadership and management by:
  - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
  - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
  - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
  - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
  - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

## **KEY AREAS OF RESPONSIBILITY**

- Successfully complete a Certificate IV Business Administration.
- Provide timely, accurate, and relevant information to resolve customer enquiries within the remit of the Customer Experience team.
- Assist in the development of knowledge bases to enable effective resolution of customer enquiries.
- Ensure the accuracy of responses provided by clarifying customer requests, undertaking research, and ensuring responses provide a suitable resolution.
- Take a proactive approach to learning and taking on new responsibilities by actively participating in training and on the job learning.
- Ensure information is accurately captured within corporate systems.
- Ensure compliance with relevant standards, policies and procedures.
- Refer matters to Team Leaders when required.
- Contribute to a positive team environment, including being flexible and adaptable to the changing needs of the team.
- Continuously display the City's corporate vision and values in the workplace.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

## **KEY RELATIONSHIPS**

- Customer Experience and Operational Support Team Leaders
- Team Members
- Customers (internal and external)

## **OTHER POSITION REQUIREMENTS**

- Based on a 35 hour week, working hours are between 6am and 6pm on week days.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.

## **QUALIFICATIONS/LICENCES/EXPERIENCE**

### **Essential**

- Minimum Completion of Year 12 Higher School Certificate or equivalent.

### **Desirable**

- Confidence in creating and managing multiple files and working in a collaborative online environment using the Microsoft Office suite.

## **CAPABILITIES**

- Proven interest in developing a career in Customer Service.
- Intermediate to advanced computer literacy with understanding of Microsoft Word, Excel and Outlook.
- Ability to work under supervision and as part of a team in a fast-paced environment.
- Excellent communication skills, both oral and written.
- Ability to plan own work and multi-task.
- Ability to work with customers facing difficult situations and circumstances.
- Ability to maintain confidentiality relating to staff and customer information.
- High level of personal initiative.
- “Can do” positive attitude.
- Team player.

**Position Demands Analysis**

**Trainee Customer Resolution Officer**

<b>EXPOSURE RATING TABLE</b>			
<b>No exposure</b>	<b>Low Exposure</b>	<b>Medium Exposure</b>	<b>High Exposure</b>
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>

<b>PHYSICAL REQUIREMENTS</b>					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	2	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work lifting 4.5 - 9.1kg	1	Extend arms for reaching	0	Kneeling for extended periods	0
Medium work lifting 9.1 - 22.7kg	0	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	0	Balancing	0
Repetitive Lifting	0	Walking for extended periods	0	Hearing above background noise	0
Pulling Loads > 5kg	0	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	0	Frequent bending / stooping	0	Colour vision	1
Lifting with trunk twisting	0	Shovelling / digging	0	Fine manipulation	1
		Throwing	0		
<b>USE OF PERSONAL PROTECTIVE EQUIPMENT</b>					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
<b>EXPOSURES</b>					
<b>CHEMICALS</b>		<b>CHEMICAL NAME/TYPE</b>		<b>BIOLOGICAL</b>	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure to Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
<b>PHYSICAL/PSYCHOLOGICAL</b>					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	
Working alone	0	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged driving periods > 2hrs	0

Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	0	Fatigue	0	Violence / aggression from animals / wildlife	0