

POSITION DESCRIPTION

POSITION: Customer Resolution Officer	
DIRECTORATE: Business Services	GROUP: Engagement
SECTION: Customer Service	REPORTS TO: Team Leader Customer Experience OR Team Leader Operational Support
GRADE: E	EMPLOYMENT TYPE: Permanent Full-time
HOURS/WEEK: 35	POSITION No.: Various
DATE: 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

Our Business Services Directorate is focused on enabling and supporting the City through the provision of high quality customer services, robust and innovative business systems, contemporary people and culture guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks and Laboratory.

THE GROUP/SECTION

Our Engagement Group helps create a positive experience for the City's customers by providing a first point of contact and responding to enquiries, and by delivering effective communications and engagement to the community. The group also oversees the City's information and records management systems and processes.

POSITION OBJECTIVES

- Provide prompt and professional responses to enquiries, issues, and complaints from internal and external customers of the City, aiming for resolution at the first point of contact across all channels.
- Perform business processes and activities within agreed service or regulatory timeframes, ensuring alignment with the Group's areas of responsibility.
- Represent the City in a positive and helpful manner, using knowledge systems and expertise to support customers and encourage self-service where appropriate.

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

- Provide excellent customer service through the provision of timely, accurate, effective and efficient information to enable customer resolution for non-specialist enquiries / requests relating to (but not limited to) the business activities of:
 - Development Assessment
 - Local Planning
 - Environmental and Public Health
 - Ranger Services
 - Building Certification
 - Land Use Compliance
 - Information Management
 - Frontline Customer Resolution
- Demonstrate a high level of competency in accessing and retaining knowledge of the City's services and operations to enable resolution of internal and external customer requests.
- Resolve customer enquiries to a high standard by clarifying issues, researching and exploring answers, responding to queries, checking for resolution and referring matters to specialist officers when required.
- Contribute to enhancing knowledge bases to deliver excellence in customer service.
- Assist with the identification and implementation of e-Business and customer resolution improvements.
- Support independent customer resolution by promoting self-service channels.
- Ensure accurate and timely information is captured within corporate systems.
- Ensure compliance with the City's standards, policies and procedures, and participate in continuous learning to maintain currency of knowledge.
- Assist in the measurement of customer demand to identify areas of focus for the team.
- Foster and participate in a positive team environment, including by 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

Internal

- Leadership Team
- City staff (internal customers)
- Team members

External

- External customers

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, working hours will generally be between 06:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader.
- Flex time may be available in accordance with City procedures.
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- 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, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate IV in Business Administration (or equivalent qualification) or relevant experience.

Desirable

- Local Government experience.

CAPABILITIES

- Strong understanding of the principles and processes for providing excellent customer service, including customer needs assessment, meeting quality standards for services, and evaluation of customer feedback.
- Demonstrated experience and knowledge relating to the provision of customer support services, preferably in a Local Government environment involving the following types of business activities:
 - Development Assessment
 - Local Planning
 - Environmental and Public Health
 - Ranger Services
 - Building Certification
 - Land Use Compliance
 - Information Management
 - Frontline Customer Resolution
 - Administration
- Demonstrated experience to apply problem solving techniques.
- Demonstrated ability to work in a team environment.
- Strong Microsoft Office software skills.
- Ability to work through customer conflict situations.

Position Demands Analysis

Customer Resolution Officer

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

PHYSICAL REQUIREMENTS					
<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		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
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		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
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
PHYSICAL/PSYCHOLOGICAL					
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