



## POSITION DESCRIPTION

### Customer Service Trainee

|                       |                                  |
|-----------------------|----------------------------------|
| Incumbent:            | VACANT                           |
| Department:           | Customer Services                |
| Reports to:           | Human Resources Lead             |
| Employment Status:    | Full Time (fixed-term 12 months) |
| Award Classification: | Band 2                           |
| Prepared by:          | Human Resources Lead             |
| Approved by:          | Chief Executive Officer          |

### Position Summary

The Customer Service Trainee supports the delivery of professional customer service and administrative functions across Council. The role provides a structured learning opportunity, combining practical workplace experience with formal study towards a Certificate in Business through a registered training organisation.

### Key Responsibilities

- Show a commitment to workplace training and learning.
- Keep on track with course work, due dates and assessments.
- Attend scheduled classes or study sessions.
- Provide friendly, professional customer service across phone, in-person and online channels.
- Build knowledge of Council services and systems to ensure accurate information is provided promptly.
- Process a range of payments, complete regular and end-of-day balancing, prepare banking sheets and complete banking tasks.
- Provide general administration and customer service support across Council teams.
- Collect and record required statistics and data.
- Participate in and support a culture of positive change, quality and customer service within the organisation.
- Maintain regular attendance and actively participate in performance review, feedback, coaching and development discussions to support accountability, continuous improvement and the achievement of role expectations.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.
- Any other duties as required within the scope of the position.

### Accountability & Extent of Authority

- Complete a range of basic tasks under routine supervision, either individually or as part of a team.
- Work within set guidelines, procedures and established practices.
- Take responsibility for the quality of one's own work, time management and learning on the job.

### Judgement & Decision Making

- Work is routine, clearly defined and completed using basic tools, techniques and methods.
- Minor issues related to daily tasks can be resolved as they arise.



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## Specialist Knowledge & Skills

- Basic computer and administration skills, with the ability to learn Council systems and processes.
- Ability to follow procedures and provide accurate information to customers.
- Willingness to learn about Council services.
- Awareness of privacy, confidentiality and safe work practices.

## Interpersonal Skills

- Use clear verbal and written communication and provide friendly and courteous customer service when working with customers, the community and other employees.

## Qualifications & Experience

- No previous experience is required, but customer service or administration experience would be helpful.
- Willingness to complete a Certificate in Business as part of the traineeship.
- Basic computer skills and the ability to learn new systems.
- Ability to communicate clearly and respectfully with customers, the community and other employees.
- Ability to follow procedures and work with guidance and supervision.

## Key Selection Criteria

1. Why do you want this traineeship?
2. What do you believe are your strongest skills?
3. What do you hope to learn from this traineeship?
4. Tell us about something you're proud of doing (e.g., volunteering, improving your grades, winning a grand final etc.)?