

Position Title

Customer Service Officer (Casual)

Award Classification

Dorset Council Enterprise Agreement 2025, or any applicable Agreement that replaces it.

Date Reviewed

19 March 2026

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We create a solution-based environment that challenges the status quo and encourages innovation.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We treat each other with mutual respect.

Financially Responsibility

We deliver services to the community in a sustainable & strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

- To provide frontline customer service in an efficient, resourceful and professional manner.

Key Responsibilities and Performance Requirements

Customer Service and Reception

- Provide friendly and professional frontline customer service to internal and external customers;
- Assist customers via phone, email, or in person, and refer enquiries to the appropriate officer where required;
- Maintain a positive, helpful and courteous approach in all interactions;
- Accurately record customer requests and forward information to relevant staff or departments as needed; and
- Provide general information and assistance to customers.

Administration

- Assist with reception duties as required, including opening and closing tasks;
- Process payments in line with Council procedures, including cash, EFTPOS and receipting;
- Support basic administrative tasks such as bookings, customer requests, and data entry; and
- Provide general administrative support to Corporate Services and other departments as required.

General

- Maintain a working knowledge of legislative requirements and Council's policies, processes, and procedures that relate to the duties in this position description;
- Work with team members to achieve team priorities;
- Maintain confidentiality and a high level of integrity regarding Council business;
- Comply with any direction or education provided by Council to safeguard the safety and well-being of vulnerable individuals, including children and young people;
- Perform duties in a manner that ensures there is no unacceptable level of risk to your own health, safety, and productivity or to that of others; *and*
- Perform other duties as reasonably directed by the Administration Supervisor.

Organisational Relationships

Reports To

- Administration Supervisor

Internal Liaisons

- Management Team
- Council Employees
- Councillors

External Liaisons

- Community Members
- Various Government Departments
- Private & Professional Organisations

Accountability, Authority, Judgement and Decision Making

- Authority and responsibility to carry out all functions, duties and responsibilities in accordance with Dorset Council’s requirements of the Customer Service Officer.
- Accountable to the Administration Team Leader for the performance of duties.

Skills and Knowledge

Essential

- Well-developed oral and written communication skills with customers, other employees, and members of the public;
- Demonstrated courteous disposition and helpful and friendly demeanour;
- Ability to effectively deal with distressed or agitated customers, diffuse escalated situations, and resolve problems or implement steps for resolution;
- A flexible approach with the ability to work on multiple tasks simultaneously, handle frequent interruptions, and shift attention as needed;
- Demonstrated ability to meet deadlines, determine priorities, and organise work to meet team and organisational objectives;
- Experience in cash handling, processing payments, and end-of-day reconciliations;
- A positive and friendly approach with the desire to work with team members to achieve team priorities;
- Ability to quickly learn and apply new information, processes, and procedures;

Skills and Knowledge

- Ability to follow regimented, end-to-end processes with demonstrated accuracy and keen attention to detail;
- Well-developed problem-solving skills;
- Demonstrated productivity with the ability to self-regulate own focus and limit distractions to self and others;
- Ability to work under broad direction, guidelines, and policies; *and*
- Competent IT skills and the ability to use a range of specialist local government and business software.

Desirable

- Minimum 2 years' experience in a customer service environment; *and*
- Experience using a telephone switchboard.

Personal Attributes

- Strong commitment to organisational goals and customer service, with a demonstrated capacity to promote a positive image for the council through behaviour and presentation;
- Models ethical behaviour and commits to personal and professional development;
- High level of motivation with a 'can-do' attitude and a strong desire to learn and succeed;
- Acts proactively and exercises initiative
- Solutions focused with a disposition geared towards helping people;
- Ability to build and maintain cooperative relationships and work well in a team environment; *and*
- Responds flexibly and adapts to change.

I, _____, (name) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____