



**SOUTH BURNETT
REGIONAL COUNCIL**

Employment Opportunities

COORDINATOR CUSTOMER SERVICE (KINGAROY)

Permanent - Full Time

\$90K - \$96K per annum + Allowances + Super

Council is seeking a Coordinator to lead the customer service team located throughout the Region, in the delivery of outstanding customer service to the community and administration to internal stakeholders of the Corporate Services Teams. This position will coordinate, prioritise and complete various daily activities and functions to meet the customer service charter, coordinate appropriate rostering of the customer service officers to cover all centres, provide support and strategic advice to management, maximise team performance, as well as develop and maintain effective work strategies and procedures to achieve the teams objectives. The successful applicant will have extensive knowledge and skills in customer service within a fast-paced environment (including customer request management, cashiering and administration), ability to lead and motivate a team, skills in leadership and change management, as well as great oral and written communication skills with ability to negotiate and resolve conflicts.

MANDATORY:

- Certificate IV Business Administration
- Minimum requirement of a current C Class driver's licence
- Justice of the Peace or Commissioner for Declarations (desirable)

BENEFITS INCLUDE:

- Work/Life balance (9 Day Fortnight Roster)
- Up to 12% employer superannuation contribution
- Access to Salary Packaging Benefits, Corporate Memberships and Health and Wellbeing programs

Your application must include:

- A cover letter including statements addressing the key selection criteria (these and tips to complete are available on our website)
- Current resume
- Copies of your tickets, licenses and qualifications that are listed on the position description.

To find out more about this position and how to apply go to **www.southburnett.qld.gov.au**.

Information can also be obtained by visiting a Customer Service Centre or by contacting People & Culture on 07 4189 9100

APPLICATIONS CLOSE 4:00PM FRIDAY, 19 JULY 2024