



# Recruitment Selection Criteria

## Customer Service Officer

<b>Position Title</b>	<b>Customer Service Officer</b>
<b>Section</b>	<b>Customer Service</b>
<b>Division</b>	Office of CEO
<b>Grade</b>	8

### Essential requirements

1. Proven commitment to the provision of excellent customer service
2. Strong written and oral communication and interpersonal skills
3. Demonstrated ability to use multiple computer programs
4. Ability to work cohesively within a team environment
5. Demonstrated ability to manage difficult and challenging situations using innovative approaches to conflict resolution
6. Demonstrated flexibility to work across 3 Council locations, Port Macquarie, Wauchope and Laurieton
7. Willingness and ability to mark out gravesites as required
8. Current Class C driver's licence

### Desirable requirements

1. Experience in cash handling

### Our Values

**Communication | Accountability | Professionalism | Integrity | Teamwork**

In your role at Council, you are expected to demonstrate our Values at all times. Your position description details the behaviours expected of you in your role.