



WHITEHORSE CITY COUNCIL

Position description

Job title: Customer Service Officer (Traineeship)	
Classification: National Training Wage VLGA-D	Effective Date: June 2025
Reports to: Team Leader, Customer Service Operations	Tenure: Temporary 18 months

Goal Statement – About this position

Making sure people who contact Council have a good experience and get the information they need by:

- Helping people to understand the work Council does.
- Helping people to connect to the right department of Council and Council Officers

About the Traineeship

- This is an office-based role.
- The role involves contact with people, which might include receiving a complaint from a customer
- It requires the use of computers and other office equipment, like the telephone system.
- Support from senior officers and colleagues is always available.
- The Customer Service Team will be the main team you will work with during the traineeship
- The Trainee will work with different teams within Council
- The Trainee will be supported to complete an accredited training course.

We want to make sure that we provide the support you need. We have reasonable adjustments that can be made. If you know that you will need help with certain tasks or to use specific equipment, please let us know.

Key Responsibilities

Position Specific Responsibilities

- Talk to people in person.
- Answer phone calls.
- Provide information to people online.
- Read and manage emails.
- Write emails to other people.
- Use Council's computer systems to record information.
- Take payments from customers including eftpos payments.
- Direct people to the right department or Council Officer
- Attend meetings, with the team or department you are working in
- Complete training programs as needed for this role including Council's induction, use of Council's computer programs, training including internet security, keeping information confidential, appropriate workplace behaviour etc

Specialist Knowledge and Skills

- Like talking to people.
- Be clear, calm and friendly when speaking with people.
- Like to learn new things.
- Be able to ask questions.
- Be able to ask for help from other Council Officers.
- Able to follow instructions.
- Model positive behaviours.
- Be able to read and write.
- Be able to use computers and Microsoft word.
- Follow Council's policies and procedures including risk management, health and safety.
- Be able to travel to work.

Things you will learn

- The role of Council, what we do and cannot do.
- About some of the different roles people working at Council do.
- Council policies and procedures.
- How to use Council computer programs.
- Learn to organise work and complete tasks on time.
- Helping you work with difficult customers.

Complete an Australian Qualifications Framework Certificate

Application Requirements

- Have the right to work in Australia.
- Provide a Satisfactory National (and International as applicable) Criminal History Check.
- Hold a valid Working with Children Check – if 18 years or older
- Meet the eligibility rules for the traineeship

Key Selection Criteria

Demonstrating ability and willingness to learn the tasks and skills contained in this position description.

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	NIL	Sitting at desk at various times of the day	
Hand/Arm Movement Tasks involve use of hand/arms	NIL	Sitting at desk and using keyboard and mouse	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL	Standing at desk at various times throughout the day	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	NIL	Frequent daily keyboard usage	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	NIL		

Any other relevant comments: