

**Customer Service Officer
Band 4
Permanent Full Time**

Are you a flexible, energetic person with previous customer service experience looking for an exciting role? If you are community minded and passionate about helping others, then this role could be for you.

The position requires you to work as part of Greater Dandenong's customer service team managing enquiries about a wide range of Council services both face to face and over the phone. You will have a clear understanding of what it takes to deliver a genuine and efficient level of service and have a demonstrated ability to achieve results in a fast-paced environment. This position will work across core hours Monday – Friday, with the possibility for Saturday shifts.

Key Requirements:

- Enthusiasm, flexibility and a confident manner
- Patience, empathy and a caring attitude toward the community
- Ability to learn quickly and think on your feet
- Real passion to provide great service to customers
- Current Victorian Driver's Licence

To be successful you must possess excellent communication skills, an ability to assist customers from culturally and linguistically diverse backgrounds and strong computer skills. Previous experience with customer service request software would be highly regarded.

Applicants must adequately meet the requirements of the role and fully address the selection criteria contained in the position description. To view a copy of this position description, please click on the link below.

<https://objective.cgd.vic.gov.au/documents/A5305602>

The successful candidate will be asked to consent to a national police check (and where relevant an 'international criminal history check'), subject to the operation of spent conviction laws. Please note that people with criminal records are not automatically barred from applying for this position. Each application will be considered on its merits.

Further information: John Doe, 8571 1000

Applications close: 5pm, Friday, 18 June 2021