



This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

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Applications are hereby invited for the following positions:-

## Customer Service Officer

***Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and a safety culture with a smoke free environment***

**DEPARTMENT: Corporate and Communities**

**APPLICATIONS CLOSE: Friday 29 August 2025**

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**Your application must consist of the following information: -**

### CHECKLIST

- ☒ **Cover Sheet - Please tick which area you are applying for – you can apply for one or both**
- ☒ **Covering Letter addressing the three main elements under the selection criteria:**
  - ☞ Qualifications
  - ☞ Knowledge, Skills and Expertise
  - ☞ People Oriented Skills and Attributes
- ☒ **Copy of current resume, qualifications, and licences (relevant to the position)**



Applications should be addressed to:

**Douglas Shire Council  
People and Culture  
PO Box 723  
Mossman QLD 4873**

**[recruitment@douglas.qld.gov.au](mailto:recruitment@douglas.qld.gov.au)**



**WITH COMPLIMENTS  
INFORMATION KIT**

## **Customer Service Officer**

**Closing Date: Friday 29 August 2025**

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### **IMPORTANT INFORMATION REGARDING YOUR APPLICATION**

*Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.*

### **PRE-EMPLOYMENT ASSESSMENT**

*Following the selection of a preferred candidate Council will require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.*

### **EMPLOYMENT ELIGIBILITY**

*To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply*

**Privacy Information:** Douglas Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.

## Application Process

The following information will detail the application process and provide you with the information on “how to apply”.

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

## What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

- i. **Qualifications**
- ii. **Knowledge, Skills and Expertise**
- iii. **People Oriented Skills and Attributes**

When preparing your application, read through the **Key Duties and Responsibilities and Selection Criteria** within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

### **Qualifications**

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

### **Knowledge, Skills and Expertise**

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

### **People Oriented Skills and Attributes**

These are personal characteristics you possess that would make you successful in this role. For example, if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short-listing process.

## Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

**Situation** - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

**Task** - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

**Action** - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

**Result** - What resulted from the actions you took? What did you achieve and what were the results of what you did?

**DOUGLAS SHIRE COUNCIL**  
**GENERAL CONDITIONS OF EMPLOYMENT**

<b><u>POSITIONS:</u></b>	Customer Service Officer
<b><u>LOCATION:</u></b>	Mossman Pool and Caravan Park
<b><u>CLASSIFICATION:</u></b>	Level 2
<b><u>SALARY:</u></b>	\$60,980.37 per annum.
<b><u>HOURS OF DUTY:</u></b>	The hours of duty will be within the span of 5:45am to 7:15pm and determined by a roster. The hours of duty will follow a 9-day fortnight schedule, working Monday to Friday with one designated rostered day off (RDO), every second Friday.
<b><u>AWARD:</u></b>	Queensland Local Government Industry (Stream B) Award – State 2017.
<b><u>LEAVE:</u></b>	Five (5) weeks annual leave and fifteen (15) days sick leave per annum. Annual Leave Loading applies. A nine (9) day fortnight rostered day off system also applies.
<b><u>SUPERANNUATION:</u></b>	Employer superannuation contributions will be made at the rate of 12% of your salary through membership of Brighter Super or a complying fund. Employees may nominate to Council superannuation contributions they would like to contribute. A medical examination may be required.
<b><u>APPLICATIONS:</u></b>	<p>Applications can be submitted by:</p> <p>Addressed to: <b>Private and Confidential</b> Douglas Shire Council People and Culture PO Box 723 MOSSMAN QLD 4873</p> <p>or</p> <p><a href="mailto:recruitment@douglas.qld.gov.au">recruitment@douglas.qld.gov.au</a></p>
<b><u>CLOSING DATE:</u></b>	<b>Friday 29 August 2025</b>

Position Applied for:

Customer Service Officer

Mr ☐Mrs ☐Ms ☐Miss ☐

Date: \_\_\_\_\_

Given Names: \_\_\_\_\_

Family Name: \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Postal Address:

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Home Address:

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Telephone Numbers:

Home: \_\_\_\_\_

Work: \_\_\_\_\_

Mobile: \_\_\_\_\_

Preferred Contact Number:

\_\_\_\_\_

Email:

\_\_\_\_\_

Have you previously worked for Douglas Shire Council?

☐ No ☐ Yes

Dates: \_\_\_\_\_

Are you a current employee of Douglas Shire Council?

☐ No ☐ Yes

Dates: \_\_\_\_\_

Current Employees must complete:

Employee No:

Classification Level:

Position Title:

Department:

Supervisor:

Are you currently being represented by an external recruitment agency?

☐ No ☐ Yes

Name of Agency:

\_\_\_\_\_

In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: *(Please tick)*☐ Douglas Shire Council website☐ Douglas Shire Council Facebook☐ Douglas Shire Council LinkedIn☐ On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au): .....This section is Optional: Do you identify with any of the following groups? *(Please tick)*☐ Aboriginal / Torres Strait Islander☐ Disability☐ English as Second Language**Applicant Consent Details (Please Tick):**☐ I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.**NB. By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.**

Applicants Signature: .....

### POSITION DESCRIPTION

<b>Position Title:</b>	Customer Service Officer
<b>Department:</b>	Corporate and Communities
<b>Unit:</b>	Community Services
<b>Team:</b>	Tourist Park and Aquatics
<b>Reports To:</b>	Team Leader – Tourist Parks and Aquatics
<b>Award Classification:</b>	LGH2 - Queensland Local Government Industry (Stream B) Award - State 2017
<b>Hours:</b>	The hours of duty will be within the span of 5:45am to 7:15pm and determined by a roster. The hours of duty will follow a 9-day fortnight schedule, working Monday to Friday with one designated rostered day off (RDO), every second Friday.
<b>Pre-placement Medical:</b>	Yes
<b>National Police History Check:</b>	Yes
<b>Date Developed:</b>	March 2024
<b>Date Reviewed:</b>	August 2025

### Douglas Values

Champion behaviour which exhibits the following values which underpin our efforts to build a culture based on positive relationships with colleagues and the community.

Adapt	Integrity
Respect	Teamwork
Community Care & Support	

### Position Objectives

The purpose and function of the position is to:

- Oversee all customer service operations at both the Council's Swimming Pool and Caravan Park.
- Ensure smooth and efficient service delivery.
- Provide patrons with professional, courteous, and friendly assistance to meet their needs and enhance their overall experience.

Organisational Relationships	
<b>Position Reports to:</b>	Team Leader – Tourist Parks and Aquatics
<b>Position Supervises:</b>	Nil
<b>Internal Relationships:</b>	The Customer Service Officer works within the Corporate and Communities Department and will work alongside the Tourist Park and Aquatic staff to support the delivery of customer service.
<b>External Relationships:</b>	Members of the public, Suppliers and Vendors, Emergency services, Community Groups and Organisations.

Qualifications and Experience
<p><b>Essential:</b></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> <li>• Secondary education to at least Year 10 and preferably Year 12.</li> <li>• Possession of a Working with Children Check (blue card check).</li> <li>• Queensland C class Driver's Licence.</li> <li>• Current First Aid Certificate (HLTAID003) or ability to obtain.</li> <li>• Current CPR Certificate (HLTAID001) or ability to obtain.</li> </ul> <p><u>Knowledge, Skills &amp; Expertise</u></p> <ul style="list-style-type: none"> <li>• Demonstrated customer service experience in retail or hospitality.</li> <li>• Proficient keyboard/data entry skills. with a high degree of accuracy.</li> <li>• Demonstrated effective communication with the public, prioritising a high level of customer service.</li> <li>• Task and goal-oriented mindset with a commitment to quality customer service.</li> <li>• Good physical fitness and ability to swim.</li> </ul> <p><u>People Oriented Skills &amp; Attributes</u></p> <ul style="list-style-type: none"> <li>• A strong commitment to the highest level of customer service and a desire to raise the profile of Council.</li> <li>• Ability to deal face-to-face or over the phone with challenging customers.</li> <li>• Understanding of effective teamwork.</li> <li>• Ability to use tact, confidentiality and discretion.</li> </ul> <p><b>Desirable:</b></p> <p><u>Qualifications</u></p> <ul style="list-style-type: none"> <li>• Current RLSS Pool Lifeguard Certificate or ability to obtain.</li> </ul> <p><u>Knowledge, Skills &amp; Expertise</u></p> <ul style="list-style-type: none"> <li>• Experience in the use of booking system functionality (RMS 9+, SiHot or similar).</li> <li>• Experience in the use of Point of sales systems. Experience in a local government environment or similar.</li> </ul>

### Key Responsibilities & Duties

Duties and responsibilities include but are not limited to:

- Provide quality customer service at all times.
- Ability to work with minimal supervision.
- Assist in reception duties including bookings, cash handling and reconciliation.
- Perform maintenance and cleaning duties to uphold cleanliness and safety standards around the facility.
- Offer precise, prompt, and suitable guidance and support to customers regarding relevant aspects of the pool and caravan park.
- Understand, refer to and abide by Council's policies, procedures and work practices.
- Manage customer complaints and seek appropriate resolutions.
- Handle stock ordering and stock takes when necessary.
- Respond to emergency calls for assistance promptly and maintain professionalism in all interactions.
- Capture all corporate information within Council's business systems, adhering to record-keeping policies and procedures.
- Actively participate in team meetings or discussions to contribute ideas for improving the customer service experience at reception.
- Collaborate with management to implement any changes or improvements to reception operations based on feedback or observations.
- Perform other duties as directed by senior staff.

### Performance Indicators

It is expected the incumbent will:

- Model behaviours that show a commitment to and understanding of ethical, professional and legal standards that reflect Council's core values.
- Ensure compliance and support for Council's Policies and Procedures.
- Foster and promote a strong focus on customer service and teamwork.
- Maintain accurate and detailed records.
- Provide excellent customer service and actively work to solve customer problems.
- Participate in all staff training and meetings as required.