



Customer Experience Trainee

Section: Communications and Customer Experience

Salary point: Trainee Rates

Position number: Various

Last updated: September 2025

Position objectives

Customer Experience Officers are the first point of contact for our community. Working in a fast-paced team environment, they manage high volumes of customer enquiries across a wide range of Council services in accordance with the Council's Customer Experience Charter. Officers build quality relationships and deliver exceptional customer service, ensuring the community receives timely, accurate and professional support.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

Provide assistance and support to the Customer Experience team in areas including, but not limited to:

- Managing high volumes of customer enquiries across multiple communication channels including phone, counter, online requests, web chat, Facebook Messenger and email
- Maintaining up-to-date knowledge of Council's policies, services and procedures to provide accurate information to customers and stakeholders
- Updating relevant databases and records as part of service delivery
- Triaging a wide variety of Council-related enquiries and directing them appropriately
- Processing incoming mail and emails into Council's Electronic Document and Records Management System (EDRMS)

Key accountabilities

Ensure assigned tasks are completed accurately, efficiently and to a professional standard.
Contribute positively to the achievement of team and organisational outcomes.

Extent of authority

Tasks are performed under the direct supervision of the Customer Experience Team Leader and, where delegated, with guidance from the Customer Experience Team.

Judgement and decision making

The role requires the ability to prioritise tasks, follow procedures and escalate complex or sensitive matters appropriately.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service
- Understanding of the Australian Business Excellence philosophy
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety

Interpersonal

- Sound literacy and numeracy skills
- Ability to communicate effectively
- Ability to listen to and follow verbal instructions.
- Ability to work effectively as part of a multi-skilled team
- Time management skills with the ability to work on multiple tasks
- Have a genuine interest and enthusiasm for learning all aspects of Customer Experience

Qualifications and experience

- Commitment to the completion of a Certificate/Diploma in Business Administration/Customer Experience
- Access to reliable transport for attendance at both work and external training provider (as required)

Capability Framework level: Foundational

Personal attributes	Relationships	Results	Resources
<ul style="list-style-type: none">• Manage self• Displays resilience and adaptability• Act with integrity• Demonstrate accountability	<ul style="list-style-type: none">• Communicate and engage• Community and customer focus• Work collaboratively• Influence and negotiate	<ul style="list-style-type: none">• Plan and prioritise• Think and solve problems• Create and innovate• Deliver results	<ul style="list-style-type: none">• Finance• Assets and tools• Technology and information• Procurement and contracts

Position description approval

Employee

Date