

Customer Support Officer

The Barossa Council is committed to enhancing our premium wine, food and tourism region and its unique lifestyle, heritage and community spirit.



Join our passionate and positive Customer Support Team in connecting with our community and representing the Barossa Council brand through customer service excellence. This is a rare opportunity to showcase your talents and professionalism in customer service whilst also enjoying the benefits of a prioritised employee experience and the year-round magazine-worthy views of the Barossa Valley region.

In this role, you will act as the link between Council and its community, providing informative and helpful advice, assistance and service to a broad range of stakeholders and across a broad range of subject matter. In order to be successful, clear communication, professionalism and confidence in customer liaison and accuracy in information flow in concert with consistently high-quality customer service will be key. We would love to hear from you if you pride yourself in customer experience excellence and can bring positivity, community-passion, and dynamism to our amazing customer support team.

To be successful you will need:

- A passion for customer service with demonstrated excellent communication skills in order to guide customers through complex enquiries.
- A friendly and approachable nature, proactive personality and ability to problem solve and find solutions.
- A resourceful and tenacious personality with a talent for successfully navigating multiple competing priorities and seeing tasks through from start to finish.
- A developing interest in Local Government and all aspects of Council business.
- A hunger to learn and grow with the agility to successfully operate in a fast-paced and professional environment.

Join a progressive & flexible organisation and be truly recognised and valued for your contribution. This is a **part-time (24 hours per week) 18-month fixed term** position at General Officer Level 3, in accordance with The Barossa Council Enterprise Agreement 2019.

For further information and a copy of the position description, please refer to www.barossa.sa.gov.au. Or contact Human Resources on (08) 8563 8444. To apply please forward your application [addressing the competency profile](#) as specified in the position description to The Barossa Council via hr@barossa.sa.gov.au or via our website.

Applications close 5pm 22 September, 2021

The Barossa Council is committed to Equal Employment Opportunity principles, a constructive culture, workplace diversity and professional development.

