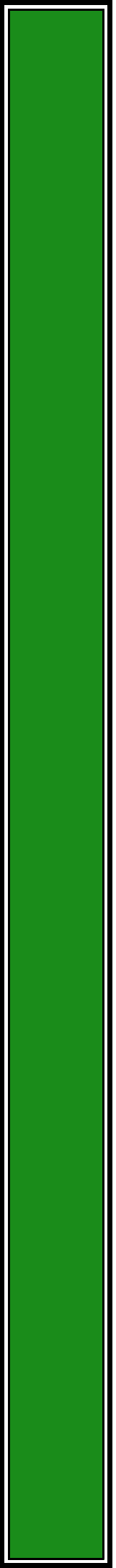


## Attachment 2

### Job Description for a Customer Service Officer



# POSITION DESCRIPTION

---

**POSITION :** CUSTOMER SERVICE OFFICER

**DOCUMENT NUMBER :** JRD 30

**RESPONSIBLE TO :** CUSTOMER SERVICE TEAM LEADER

**LOCATION :** WELSHPOOL, WESTERN AUSTRALIA

**ALTERNATE :** CUSTOMER SERVICE SUPERVISOR

---

## **JOB PURPOSE**

The customer service officer is responsible for the correct docketing and charging of product disposed at the recycling depot, as well as the despatching and ticketing of finished products sold.

Customer Service Officers are also responsible for inspecting loads to check for any non-conforming products, specifically Asbestos and ensuring that the Asbestos Management Plan is enforced.

Most importantly the weighbridge is ResourceCo's frontline with regard to customer service, they have daily interaction with ResourceCo customer base both face to face and over the phone and must ensure that ResourceCo's customer service ethos is part of the weighbridge culture and practice.

Additionally Customer Service Officers are an extension of the sales team and should endeavour to determine what is happening in the marketplace, to provide the sales team with new leads,

Customer Service Officers are responsible for the daily cleaning of the weighbridge office and the removal of build up on the weighbridge.

## **RESPONSIBILITIES**

- Excellent customer service
  - Lead generation
  - Enforcing AMP
  - Ensuring visitors are signed in
  - Implementing emergency evacuation procedures
  - Ticketing of products sales
-

- Identifying incoming waste streams and subsequent production of weigh dockets.
- Incoming phone calls including sales and disposal.
- Organising deliveries and transportation
- Other duties as required from time to time by the Customer Service Team Leader/Supervisor, and or Senior Management team
- Cash Handling, EFTPOS transactions & document tracking.

### **QUALIFICATIONS AND EXPERIENCE**

- Previous experience in a weigh bridge operation in a quarry industry
- Computer literate with basic word
- A sound Knowledge of the civil contract or quarry industry would be well regarded
- Cash handling and basic cash balancing
- The incumbent will require strong verbal communications skills and a good understanding of Adelaide metropolitan area.
- A customer service attitude.
- Possess an excellent telephone manner.

### **Weighbridge Hours of work:**

|            |                    |
|------------|--------------------|
| Mon to Fri | 5.00 am to 5.00 pm |
| Sat        | 7.00 am to 4.00pm  |
| Sun        | 9.00 am to 3.00pm  |

Casual work hours as required.

AUTHORISER .....

DATE .....

INCUMBENT .....

DATE .....