

MY ROLE

Position Title:	Customer Service Officer- Quarantine (CSOQ)
Worksite:	Melbourne
Department:	Terminal Services
Role reports to:	Terminal Services Security Supervisor - Melbourne
Reports to role:	Nil
Authorised by:	General Manager Port Operations
Date Prepared:	July 2015
Last Revised:	
Occupant	
Salary	Group C Grade 1 Level A
Status	Casual

1. General Position Overview

The role of the Customer Service Officer - Quarantine (CSOQ) is to contribute positively to the Terminal Services Department by being a co-operative and enthusiastic team player and to ensure the following company objectives are achieved:

- The provision of high quality customer service
- Ensuring effective and punctual operations
- Punctual Sailings
- Data entry and record keeping
- Effective handling of Quarantine Risk Materials in Victoria

2. Role Environment

The role is based at the TT-Line Company Pty Ltd operations at Station Pier, Port Melbourne. The role reports directly to the Terminal Services Security Supervisor – Melbourne. The key stakeholder interaction will be with internal and external customers and or agencies:

- To ensure any contact the Terminal Services Department has with all internal and external customers and or agencies, (verbal and written) is accurate and of the highest professional manner.
- Deliver accurate information to Spirit of Tasmania and Biosecurity Tasmania with respect to the collection of Quarantine Risk Material, delivery of voyage material and records.
- Demonstrate a positive work ethic to the company and specifically to the Terminal Services Department.

3. Key Responsibilities

In addition to those outlined under “Role Environment” the CSOQ will be responsible for:

- Regularly communicating with peers ensuring understanding of company objectives, aspirations and other information
- Involvement in group participation, audits and discussions, adopting and implementing improved work procedures with internal and external parties
- Assist in the development and review of Quarantine Services Procedure Manual to coincide with the Terminal Services Procedures Manuals and to ensure that all Procedure Manuals are kept up to date and are being adhered to in all undertakings.
- Work assigned to your area of responsibility completed in a timely manner
- Demonstrate a positive work ethic and commitment to the Company and specifically to the Terminal Services Department.
- Attending to all client requirements and difficult situations which may arise during the course of your duties.

4. Key Accountabilities

- Ensuring Terminal Services produces timely provision of accurate information ensuring effective and efficient operations resulting in on time departures
- Provision of high quality customer service resulting in satisfied passengers and clients, in accordance with the Quarantine Procedures Manual
- Contributing to Spirit of Tasmania through taking initiative to perform corporate duties
- Ensuring Terminal Services Department is free of harassment and discrimination

5. Qualifications

- Product knowledge
- Word (essential)
- Excel (essential)
- Car Res
- Knowledge of Plant Quarantine Act 1997, the Animal Health Act 1995 and other related legislation that protects Tasmania's disease free status (desirable but not essential)
- Supervision of Staff

6. Experience

- High level customer service
- Tourism and Hospitality Industry experience
- Intermediate knowledge of using an in-house computer package
- Cash handling/EFTPOS

7. Competencies

- Makes a positive contribution to others in terms of ideas and morale
- Shows good judgement in prioritising own work
- Produces an appropriate volume of output per time period without compromising quality
- Enthusiasm in learning
- Effective listening and observation

8. Attributes

- Time management and organisational skills
- Ability to source accurate and correct information to assist in problem solving
- Excellent written and oral communication skills
- A close attention to detail and presentation
- Supports high corporate reputation by appearance and action

9. Common Standards

As an employee of TT-Line Company Pty Ltd you are required to meet a number of common standards of behaviour, accountabilities and outcomes which include but are not limited to:

- Reinforce correct safety behaviours, report all hazards and incidences
- Comply with all safe work practice
- Take responsibility for your own safety and that of others
- Maintain a comprehensive knowledge and comply with company policies
- Ensure that you do not harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment
- Manage your own performance to ensure that you meet the ongoing requirements of your role
- Ensure that your personal behaviour is consistent with company values and the company code of conduct at all times

This My Role provides a general guide as to the accountabilities of this role. It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.