



Customer Contact Quality Control Officer

Job No:	1708
Location:	Dalby
Level:	WDRC Non-Operational Staff Certified Agreement Grade 4
Status:	Fixed Term/Full Time - until November 2027

Western Downs Regional Council has been awarded the Large Employer of the Year award at the Darling Downs South West Region Queensland Training Awards for 2019, 2021, 2022, 2023 and 2024.

Be part of a team that make a real difference within the communities we serve. Our mission drives us, and we want you to be part of the journey.

Experience Western Downs It's the people that make it

The Opportunity

The Customer Contact Quality Control Officer is responsible for assisting to deliver customer experience improvement initiatives and projects, by conducting call reviews and CRM Compliance reviews. You will be required to analyse your findings and provide coaching and training to the Customer Contact team. This role will focus on the continuous training and development of the Customer Contact team.

This role encompasses a range of duties and responsibilities which may vary as directed by Council. The key ones include:

- Conduct call monitoring to identify training deficiencies, skill gaps and performance improvement opportunities.
- Contribute to the overall success and performance of the team, prepare statistics on individual and team contributions and report to the Customer Contact Coordinator.
- Provide coaching to Customer Contact Team in consultation with Customer Contact Coordinator.

About Yourself

Suitability for this position will be based on experience, application and achievement.

Proven/Demonstrated experience in:

- High level interpersonal skills with the ability to effectively communicate and present information to individuals and teams at all levels to clearly communicate objectives and requirements.
- Proven leadership experience in coaching for individual performance improvement.
- Ability to analyse problems by gathering and organising all relevant information.
- Commitment to effective contact centre operations and service experience.
- Excellent customer service to assure customer satisfaction and commitment to effective contact centre operations and service experience.

The Benefits of Working for WDRC:

Work / life balance

We understand the importance of balance. Enjoy flexible work arrangements and wellness programs designed to keep you at your best.

Superannuation

In addition to your annual salary, Council will contribute twelve (12) per cent, including the superannuation guarantee contribution.

Growth Opportunities

We invest in your growth. Whether it's skill development, mentorship, or career advancement, we've got you covered.

Access to Corporate Health Plan

Take care of yourself and join one of our Corporate Health Plans to improve life.

Health & Wellbeing program and Mental Health Support

Change your lifestyle and live better with healthy ideas. Be your best possible self with provided support and information.

Access to free Employee Assistance Program & confidential counselling

Reach out to someone confidentially if you are experiencing any concerns or problems.

Salary Packaging Available

Restructure your salary to work for you to pay for everyday living expenses such as Motor Vehicles, Superannuation, Remote Area Housing (Rent), Fuel, Gas and Electricity.

Allowances Available (if applicable)

Allowances such as Locality Allowance may be applicable to your position.

Leave Loading

You will receive 17.5% leave loading on top of your base rate of pay, while you are on Annual Leave.

Uniforms and PPE

Uniforms and Personal Protective Equipment (PPE) provided.

Job security in a local government position

Feel secure working for an organisation who believes in strong foundations of respect, balance, communication, teamwork, accountability and leadership.

Living & Working in the Western Downs:

[Experience Western Downs](#)

If you are looking to join an innovative and dynamic company, that provides staff with a work life balance and opportunities for growth with state of the art mentoring from professionals within its team, this may be the role for you. Be part of the community you serve. **TOGETHER WE MAKE A REAL DIFFERENCE.**

Applications close at 5.00pm AEST on Thursday 8 October 2026

Additional Information

The recruitment process may include candidates undergoing a pre-employment medical including drug and alcohol testing.

WDRC reserves the right to close or withdraw vacancies before the advertised closing date, or extend the closing date, without prior notice.

Applicants must have the legal right to work in Australia. Applicants who hold a valid Australian work visa are encouraged to apply.

How To Apply

To view the position description please click the Job Attachments tab, located next to the Advertisement tab at the bottom of the page. If you wish to be considered for the position, click the Apply button and complete your application as required.