



Career Guides

Customer Service Officers

Customer service officers direct and undertake roles in a call centre, contact centre, or customer support department. Many businesses in the fitness, sport, and recreation industry need job seekers looking to fill roles.

Where You Might Work

Working as a customer service officer can take you to several different industries where different key performance indicators must be met. The locations you could find yourself as a customer service officer in our industry includes:

- > Front offices of professional sport organisations
- > Amateur sporting clubs
- > Golf clubs
- > Sport and recreation centres
- > Gymnasiums
- > Tennis and basketball centres
- > Call centres



Key Responsibilities

- › Planning and implementing sales services.

- › Taking on occasional 'cold calls' to attract new clients.

- › Following up on customer satisfaction by calling clients.

- › Ensuring the quality of goods being sold is high.

- › Modifying or improving the services that your organisation provides.

- › Making sure all operational processes run smoothly within your workspace.

- › Training colleagues and providing them with feedback

The Attributes and Skills You Will Need

Customer service officers are expected to be personable and inviting; however, there are many other attributes one may need to succeed in this career. These attributes could include:

- › Good organisational skills

- › An ability to work collaboratively and independently.

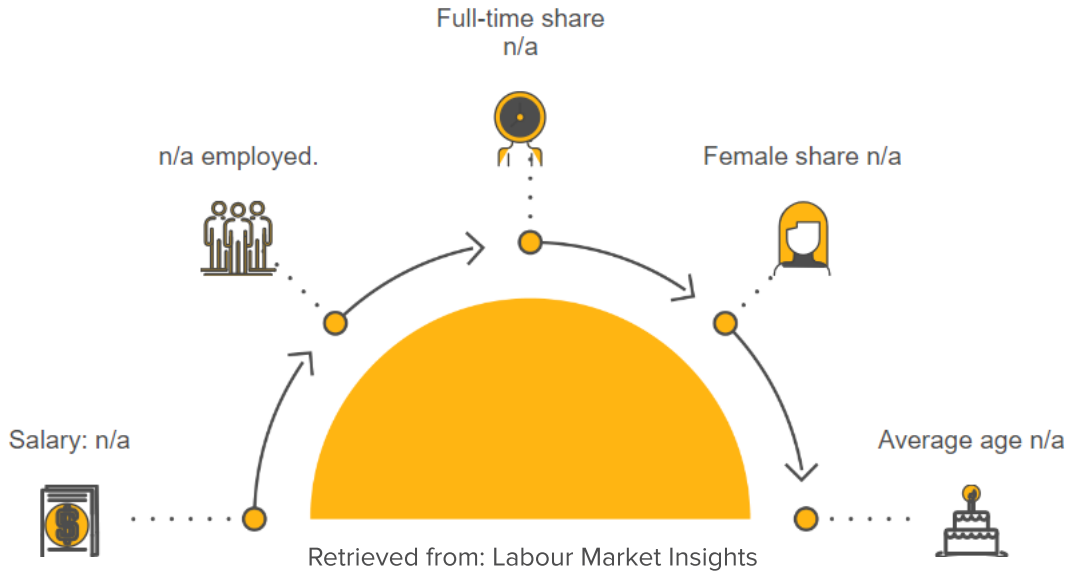
- › Good physical, verbal, and written communication

- › Knowledge of the business and the services it provides.

- › Possessing strong leadership skills and a desire to lead



Quick Facts



Salary: the average salary of a customer service officer ranges from \$60,000 to \$75,000, according to seek.com.au.

Qualifications

The education pathways listed encompass the most common entry-level courses that can be undergone to become a customer service officer.

Course/s	Potential Career Outcomes	Further Qualifications	Duration and/or number of units
Certificate III in Business – Specialisation in Customer Engagement (BSB30120)	The job roles that relate to this qualification may include Customer Service Representative.	Certificate IV in Business	Duration: 8 months
		Diploma of Business	13 units recognised by the Australian Qualification Framework



**Active Queenslanders
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