

Gas customer service officer Job Description

A free job description template for the Gas industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This gas customer service officer job description template is designed to reflect Australian workplace standards and gas industry practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment laws.

1. Position overview

A gas customer service officer is the primary point of contact between a gas retailer or distributor and its customers. The role combines strong communication skills with practical systems knowledge to resolve enquiries efficiently in a contact-centre environment.

In Australia, gas customer service officers are typically classified under the Gas Industry Award 2020 (MA000061), usually around Level 2 to Level 3 for customer-facing operations roles. Officers handle inbound and outbound contact covering account enquiries, connections and disconnections, billing and payment queries, meter and read queries, fault reporting and dispatch coordination, and complaint handling — all to defined service and quality standards.

This template provides a foundation for creating clear, compliant job descriptions that attract quality candidates while setting appropriate expectations for the role. Once hired, manage your contact-centre team efficiently with rostering software.

2. Key responsibilities

Customer contact

Handling inbound and outbound customer contact by phone, email and web channels, responding to account enquiries and providing accurate information.

Connections and disconnections

Processing new gas connection requests, disconnections and account transfers, and coordinating with field teams where required.

Billing and payment queries

Explaining charges, resolving billing disputes, setting up payment plans and processing payments in line with company policy.

Meter and read queries

Investigating meter and read enquiries, arranging special reads and updating customer records accurately.

Fault reporting and dispatch

Logging fault and emergency reports, following safety escalation procedures and coordinating dispatch of field crews.

Complaint handling

Managing complaints to resolution, following service and quality standards and escalating complex cases appropriately.

3. Skills and attributes

- Communication: Clear, professional phone and written communication, active listening and the ability to explain complex information simply.
- Customer focus: Genuine interest in resolving customer issues, empathy with distressed callers and patience under pressure.
- Systems skills: Confidence with CRM, billing and telephony systems, accurate data entry and the ability to navigate multiple applications at once.
- Time management: Ability to work to call and resolution targets, manage a queue and prioritise urgent fault and safety enquiries.
- Attention to detail: Accuracy in recording customer information, following process steps and maintaining compliant records.
- Reliability: Punctuality, consistent attendance and flexibility to cover rostered shifts including afternoons and some weekends.

4. Qualifications and requirements

The qualifications for gas customer service officer positions vary depending on the employer and the complexity of the contact-centre environment. Some are mandatory, while others are preferred or desirable.

- Working rights (required) — Eligibility to work in Australia
- Communication and systems skills (required) — Strong verbal and written communication with confident computer and CRM use
- Contact-centre experience — Previous customer service or call-centre experience is advantageous but not essential
- Utilities or energy knowledge — Familiarity with gas, energy or utilities billing is desirable
- Senior secondary certificate — Year 12 or equivalent is preferred but not required

5. Working conditions

- Contact-centre or office environment
- Rostered shifts including afternoons, evenings and some weekend coverage
- Extended periods working at a desk using phone and CRM systems
- Working to call, resolution and quality targets
- Handling distressed or complex customer enquiries
- Compliance with privacy, safety escalation and data-handling standards

6. Award information

Gas industry award 2020

Most gas customer service officer positions in Australia are covered by the Gas Industry Award 2020 (MA000061). This modern award sets minimum pay rates, penalty rates, allowances and conditions for employees of gas retailers and distributors. View current Gas Industry Award pay rates.

The award uses an 8-level classification ladder, with ordinary hourly rates ranging from \$26.44 at Level 1 to \$36.89 at Level 8 for FY2026/27. Customer service officers in customer-facing operations roles typically sit around Level 2 to Level 3 depending on experience and responsibilities. Use award interpretation software to calculate pay accurately.

Penalty rates and loadings

Under MA000061, casual employees receive a 25% loading. Penalty rates apply for weekend and shift work: Saturday at 150%, Sunday at 200% and public holidays at 250%, with afternoon-shift loading at 115% and night-shift loading at 130%. Overtime is generally paid at 150% for the first hours and 200% thereafter.

Because customer service officers often work rostered afternoon and weekend coverage, applying the correct penalties matters. Use our overtime and penalty rate calculator and shift cost calculator to estimate costs accurately.

7. Frequently asked questions

About the role

Q: What does a gas customer service officer do?

A gas customer service officer handles inbound and outbound customer contact for a gas retailer or distributor. Typical duties include account enquiries, connections and disconnections, billing and payment queries, meter and read queries, fault reporting and dispatch coordination, and complaint handling — all delivered to defined service and quality standards in a contact-centre environment.

Q: What award covers gas customer service officers in Australia?

Most gas customer service officer positions are covered by the Gas Industry Award 2020 (MA000061). This award sets minimum pay rates, penalty rates and conditions for employees of gas retailers and distributors. Always confirm which award applies to your specific business.

Q: What classification level should I use for a gas customer service officer?

Under the Gas Industry Award (MA000061), customer-facing operations roles such as customer service officers typically sit around Level 2 to Level 3, depending on experience and the complexity of the work. The award uses an 8-level ladder, so review the duties against the classification definitions and see our Gas Award pay rates guide for current rates at each level.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates can attract more applicants and set clear expectations. You can reference the applicable award rate or use phrases like 'Award rates plus penalties' or 'Competitive hourly rate based on experience.' Check the current Gas Award rates for guidance.

Qualifications

Q: What qualifications does a gas customer service officer need?

No formal trade qualification is required. The essentials are working rights in Australia and strong communication and systems skills. Preferred qualifications include previous contact-centre or customer service experience, familiarity with utilities or energy billing, and a senior secondary certificate. Focus on communication ability and systems confidence rather than over-qualifying the role.

Q: What qualifications should I require vs prefer for this role?

Mandatory requirements should include working rights in Australia, strong communication skills and confidence using CRM and billing systems. Preferred qualifications typically include prior contact-centre experience, utilities or energy knowledge and a Year 12 certificate. Keeping entry requirements reasonable widens your candidate pool for a role that is often trained on the job.

Q: Can I hire gas customer service officers without experience?

Yes. Many gas retailers and distributors successfully hire and train customer service staff without prior contact-centre experience. Entry-level roles focus on attitude, communication and the ability to learn systems. Clear job descriptions help candidates understand expectations and self-select appropriately, and structured onboarding brings new officers up to speed on billing and fault processes.

Q: Is utilities or energy industry knowledge essential?

It is desirable but not essential. Understanding gas billing, connections and meter processes helps officers resolve enquiries faster, but these are usually taught during onboarding. Strong communication, empathy and systems skills are more important selection criteria than prior energy-sector experience.

Employment

Q: Should I hire casual or permanent gas customer service officers?

This depends on your business needs. Casual officers offer flexibility and suit variable call volumes, but attract a 25% casual loading. Permanent part-time and full-time staff provide consistency and may improve retention in a role that relies on system knowledge. Many contact centres use a mix — permanent staff for core coverage and casuals for peak periods.

Q: What penalty rates apply to gas customer service officers?

Under the Gas Industry Award (MA000061), penalty rates include Saturday at 150%, Sunday at 200% and public holidays at 250%, with afternoon-shift loading at 115% and night-shift loading at 130%. Overtime is generally paid at 150% for the first hours and 200% thereafter, and casuals receive a 25% loading. Use award interpretation software to calculate rates accurately.

Q: What should I include in a gas customer service officer employment contract?

Key elements include the position title and classification level, employment type (casual, part-time or full-time), hourly rate or salary, applicable award, reporting structure, main duties, work location and required systems skills. For casuals, include the casual loading percentage. Use our digital employment contracts to simplify this process.

Q: How do I keep pay compliant across afternoon and weekend shifts?

Because customer service officers often cover afternoons and weekends, the correct penalties under MA000061 must be applied to each shift. Track worked hours accurately with time and attendance and apply the award automatically with award interpretation to reduce payroll errors. Our overtime and penalty rate calculator helps you estimate costs in advance.

Rostering

Q: How far in advance should I provide rosters to gas customer service officers?

Best practice is to publish rosters well in advance so staff can plan around afternoon and weekend coverage — many employers use 7 or 14 days. Check the specific notice and change provisions in the Gas Industry Award and your agreement. Using rostering software helps ensure compliance and gives staff visibility of their upcoming shifts.

Q: How do I roster a contact centre for variable call volumes?

Match staffing to forecast demand by analysing historical call patterns and building shifts around peak periods. Use rostering software to schedule the right number of officers for each interval and see our how to roster gas staff guide for a step-by-step approach to demand-based scheduling.

Q: How do I estimate the cost of a customer service shift?

Multiply the officer's award rate by the hours worked, then apply any applicable penalties or casual loading for the shift. Our shift cost calculator does this automatically, and award interpretation applies MA000061 rates so your rostered cost matches what is actually paid.

Q: How do I manage officer availability for rostering?

Collect availability preferences during onboarding and update them regularly. Use staff availability management tools to track when each team member can work, and set clear policies about minimum availability and how to request changes. This simplifies roster creation for afternoon and weekend coverage and reduces last-minute gaps.