



POSITION DESCRIPTION

Position Title			
Location	Gunbalanya, Maningrida	Department	Community and Council Services
Position Level	Level 4	Work Group	Administration
Position Type	Permanent / Full Time	Approval Date	13 November 2024
Coverage	Local Government Industry Award 2020	Approved By	CEO

Position Objective

This position is responsible for providing post office services to the community, and quality customer service and administration support, at West Arnhem Regional Council.

Key Duties and Responsibilities

1. In collaboration with the Administration Coordinator, ensure that high quality and efficient services are provided to Post Office and West Arnhem Regional Council customers.
2. Ensure post office services are delivered in accordance with the West Arnhem Regional Council and Australia Post service agreement, including but not limited to:
 - a. collecting mail from and transporting mail to the airport in accordance with postal security requirements;
 - b. sorting incoming and outgoing mail;
 - c. completing appropriate postal-related documentation such as changes of address, theft of loss of mail and special services such as registered or priority mail;
 - d. processing money orders, receipting monies, operating the EFTPOS system, recording and balancing daily transactions and ensuring security process;
 - e. selling and collecting payment for postage products such as stamps, prepaid mail enveloped and money orders;
 - f. obtaining signatures from recipients of registered or special delivery mail;
 - g. weighing letters and parcels, computing mailing costs based on type, weight and destination, and affix correct postage.
 - h. retail management as required, including stocktake participations, merchandising, processing transactions;
 - i. processing requests, as required and not limited to, Lotto, MVR, Western Union; and
 - j. posting announcements or other approved information on public bulleting notice boards.
3. Deal directly and promptly with customers and stakeholders in a friendly and courteous manner.
4. Identify areas of improvement and develop these to increase revenue, efficiencies and service levels.
5. Receive notifications for repairs and maintenance of Council assets from tenants, guest and members of the community ensuring all relevant information is gathered and referred for action.
6. Assist Council guests to check-in and out of Council-provided accommodation.
7. Assisting with other tasks and general administrative tasks as required.
8. With regard to work health and safety in the workplace:
 - a. ensure you work safely, the way you work does not cause harm to others, and you use measures within your control that prevent injuries or illnesses; and
 - b. within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.

The employee is required to undertake any other reasonable duties or tasks as directed by the Administration Coordinator which are within the employee's skills, competence and training.

Essential Criteria

1. Well-developed interpersonal and customer service skills, including a friendly and welcoming manner and the ability to remain calm under pressure.
2. Good knowledge and experience in office administration and working with cash and balancing monies.
3. Well-developed written and verbal communications skills to communicate sensitively and effectively to people across a diverse audience.
4. Good skills in the use of Microsoft Office, in particular Outlook, Word and Excel, Post* and the ability to learn new systems as required.
5. Good organisational skills, attention to detail, coupled with proven ability to complete tasks within required timeframes.
6. Ability to work independently under general guidance and as a member of a team, along with the ability to be discreet, maintain confidentiality and discern sensitive issues.
7. Strong understanding and appreciation of Indigenous culture, living and working in remote communities and a demonstrated ability to be a good a cultural fit for Council.
8. Qualifications / licences:
 - a. Current Northern Territory Driver's Licence

Desirable Criteria

1. Previous postal experience.
2. Experience with document handling or records management.
3. Retail experience.

Organisational Relationships & Further Information

Reports to	Administration Coordinator	Supervises	None
Internal liaising	Council Service Manager Administration Staff Councillors All Staff	External liaising	Australia Post representatives Government and non-government representatives Council suppliers and local businesses Community Members
Span of hours	Days on which ordinary hours can be worked – Monday to Friday Span of ordinary hours – 6 am to 6 pm		
Employment Check / Permit	Criminal History Check is mandatory. Unless relevant to the position, criminal history will not affect employment. Eligibility to hold a Northern Land Council permit to work is an essential requirement of all employees who are not Aboriginal people living within the land trust.		
Travel	Travel to remote communities by light aircraft or 4wd will be required, and stays may be required.		

This position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, action and conduct, including but not limited to: the employment contract and conditions, Code of Conduct, delegation manual, legislation, regulation, policies, procedure, process, standards and plans.