



# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Customer Service Officer</b>
<b>Reporting to:</b>	Administration Coordinator
<b>Status:</b>	Permanent, Full Time
<b>Salary:</b>	Level 3
<b>Award Conditions:</b>	WARC Enterprise Agreement 2024
<b>Location:</b>	Various

## POSITION STATEMENT

This position is responsible for providing quality customer service and administration support at West Arnhem Regional Council Office, attending to front counter, telephone and email enquiries and providing general administrative support.

## ACCOUNTABILITIES & RESPONSIBILITIES

### Primary Tasks

- Provide customer services such as:
  - dealing directly and promptly with customers in person and on the telephone in a friendly and courteous manner;
  - ensuring that enquiries, complaints, requests or suggestions from the public are dealt with through the dissemination of relevant advice and information;
  - screening phone calls and ensuring that all written correspondence is delivered promptly to appropriate staff; and
  - processing visitor accommodation bookings (Little Hotelier), requests from the public, hire applications (e.g. facilities, portable assets), dog registrations, printing, laminating documents, passport photos and power connections/disconnections.
- Provide office administration support which may include activities such as:
  - maintaining tidiness, cleanliness and a professional presentation of the reception area (including the public noticeboard), conference room/chambers, and checking community hall/council facilities after use;
  - assisting in the smooth operation and security of the general office, such as but not limited to, attending to the flags, opening and closing of the office and strong-room, loading and unloading dishwasher, and setting up new workstations;
  - cutting and distributing keys for Council staff and the public, and maintaining the key register;
  - assisting in the setting-up, catering and closing of meetings;
  - assisting staff with computer, phone, and teleconferencing set-up;



	<ul style="list-style-type: none"> <li>○ ordering and maintaining office stock, including milk, coffee and general office supplies etc, and restocking printers and shelves;</li> <li>○ ordering, processing, distributing and collecting Council uniforms;</li> <li>○ collecting timesheets and other pay related documents and forward for processing;</li> <li>○ managing bookings for conference / meeting rooms and pool cars;</li> <li>○ processing credit card payments;</li> <li>○ ensuring monies are receipted, reconciled and banked in a timely manner;</li> <li>○ issuing and reconciling petty cash;</li> <li>○ reconciling, monitoring and filing credit card purchases/transactions;</li> <li>○ using and maintaining the electronic records management system;</li> <li>○ housekeeping, vacate checks and cleaning of council assets, as required e.g. office/s, visitor and staff accommodation;</li> <li>○ researching and booking travel and accommodation;</li> <li>○ monitoring email accounts, as required (eg info@, records@, IT@);</li> <li>○ airport transfers and freight pick-up and drop-off;</li> <li>○ processing job sheets, and maintaining registers and databases;</li> <li>○ sourcing quotes and raising purchase orders; and</li> <li>○ assisting with general administrative work as requested.</li> </ul> <ul style="list-style-type: none"> <li>● Provide relief assistance in administration and customer service as required e.g. Town Library, Centrelink operations.</li> <li>● Provide relief and support to the Post Office team, as required.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>● Communicate effectively to foster positive relationships at all levels across the community, stakeholders and West Arnhem Regional Council staff.</li> <li>● Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>● Comply with all West Arnhem Regional Council Policies and Procedures.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>● In accordance with work health and safety legislation: <ul style="list-style-type: none"> <li>○ 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</li> <li>○ within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.</li> </ul> </li> <li>● Actively participate in safety improvement activities.</li> </ul>



<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>• Comply with the West Arnhem Regional Council 'Code of Conduct' and all other policies and procedures adopted by the West Arnhem Regional Council as varied from time to time.</li> <li>• Other duties commensurate with skills and experience as requested by the Administration Coordinator.</li> </ul>
<b>SELECTION CRITERIA</b>	
<b>Essential</b>	<ol style="list-style-type: none"> <li>1. Well-developed interpersonal and customer service skills, including a friendly and welcoming manner and the ability to remain calm under pressure.</li> <li>2. Good knowledge and experience in office administration.</li> <li>3. Well-developed written and verbal communications skills to communicate effectively to people across a diverse audience.</li> <li>4. Good skills in the use of Microsoft Office, in particular Outlook, Word and Excel, and the ability to learn new systems as required.</li> <li>5. Good organisational skills, attention to detail, coupled with proven ability to complete tasks within required timeframes.</li> <li>6. Experience working with cash and balancing monies.</li> <li>7. Ability to work independently under general guidance and as a member of a team.</li> <li>8. Ability to be discreet, maintain confidentiality and discern sensitive issues.</li> <li>9. Ability to communicate sensitively and effectively with Aboriginal people.</li> <li>10. Good understanding of work health and safety in the workplace.</li> <li>11. Current Northern Territory Driver's Licence.</li> <li>12. National Criminal History Check clearance.</li> <li>13. Current Working with Children/Ochre Card.</li> </ol>
<b>Desirable</b>	<ol style="list-style-type: none"> <li>1. Administration/office management qualifications/certificates.</li> <li>2. Experience with document handling or records management.</li> <li>3. Strong understanding and appreciation of Indigenous culture and living and working in small remote aboriginal communities.</li> <li>4. Retail experience.</li> </ol>

## YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

Freedom to act is governed by broad goals, policies, legislation and budgets with periodical reviews to ensure achievement of goals.

Decisions and actions have an effect on the operational unit and the wider organisation.

When developing policy options and strategic plans, freedom to act is determined by the Chief Operating Officer.



The advice provided is relied upon for guidance and justification for adopting particular policies and procedures, where the impact may be substantial.

**Reports to**

Administration Coordinator

**Internal**

Administration Staff  
Councillors  
People & Learning Team  
All Staff

**External**

Government and non-government representatives  
Council suppliers and local businesses  
Community Members



Approved by CEO

*P Firdley* :

Date: 17.12.2020

