

WEST ARNHEM

REGIONAL COUNCIL

POSITION DESCRIPTION

Position Title	Customer Service Officer		
Location	Jabiru	Department	Community and Council Services
Position Level	Level 3	Work Group	Administration
Position Type	Permanent / Full time	Approval Date	4 May 2025
Coverage	WARC Enterprise Agreement 2024	Approved By	CEO

Position Objective

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.

Key Duties and Responsibilities

1. Provide customer services such as:
 - a. dealing directly and promptly with customers in person and on the telephone in a friendly and courteous manner;
 - b. ensuring that enquiries, complaints, requests or suggestions from the public are dealt with through the dissemination of relevant advice and information;
 - c. screening phone calls and ensuring that all written correspondence is delivered promptly to appropriate staff; and
 - d. processing visitor accommodation bookings, requests from the public, hire applications (e.g. facilities, portable assets), dog registrations, printing, laminating documents.
2. Provide office administration support which may include activities such as:
 - a. 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;
 - b. 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;
 - c. cutting and distributing keys for Council staff and the public, and maintaining the key register;
 - d. assisting in the setting-up, catering and closing of meetings;
 - e. assisting staff with computer, phone, and teleconferencing set-up;
 - f. ordering and maintaining office stock, including milk, coffee and general office supplies etc, and restocking printers and shelves;
 - g. ordering, processing, distributing and collecting Council uniforms;
 - h. collecting timesheets and other pay related documents and forward for processing;
 - i. managing bookings for conference / meeting rooms and pool cars;
 - j. processing credit card payments;
 - k. ensuring monies are receipted, reconciled and banked in a timely manner;
 - l. issuing and reconciling petty cash;
 - m. reconciling, monitoring and filing credit card purchases/transactions;
 - n. using and maintaining the electronic records management system;
 - o. monitoring email accounts, as required (eg info@)
 - p. airport transfers and freight pick-up and drop-off;
 - q. processing job sheets, and maintaining registers and databases;
 - r. sourcing quotes and raising purchase orders; and
 - s. assisting with general administrative work as requested.
3. Provide relief assistance in administration and customer service as required e.g. Town Library.



Key Duties and Responsibilities

4. 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.
3. Well-developed written and verbal communications skills to communicate effectively to people across a diverse audience.
4. Good skills in the use of Microsoft Office, in particular Outlook, Word and Excel, 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. Experience working with cash and balancing monies.
7. Ability to work independently under general guidance and as a member of a team.
8. Ability to be discreet, maintain confidentiality and discern sensitive issues.
9. 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.
10. Qualifications / licences:
 - c. Current C Class Drivers licence, at a minimum
 - d. Working with Children Check (Ochre Card)

Desirable Criteria

1. Administration/office management qualifications/certificates.
2. Experience with document handling or records management.

Organisational Relationships & Further Information

Reports to	Administration Coordinator	Supervises	None
Internal liaising	Other managers All staff	External liaising	Community members and stake holders
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.