

# BARKLY REGIONAL COUNCIL



## Customer Service Officer – Ali Curung (1612010)

### 1. Position Objectives

As a Customer Service Officer – Ali Curung, you are responsible for the delivery of excellent customer service to all internal and external customers. You are also responsible for the provision of accurate and efficient secretarial, clerical, cashier, reception, records, administration, and backfilling support.

This position will act as the first point of contact for customers and handle routine administrative tasks such as scheduling appointments, typing letters, preparing reports, and maintaining customer records. Additionally, they will assist with answering enquires, resolving complaints, and managing customer accounts. They will work closely with other departments to provide a seamless customer experience and ensure effective communication between teams.

### 2. Key Responsibilities

#### Customer Service

- Assist all customers with enquiries and transfer enquiries to other Council Service Officers as and when required.
- Answering phones, booking and confirming appointments, and entering new client details on computer software.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.
- Accurately process payments by cash, cheques, and EFTPOS daily.

#### Administration

- Update communication registers on a daily basis.
- Support other Customer Service Officers in providing a high level of service to the public and internal customers in accordance with departmental and organisational objectives.
- Support all locations in the provision of customer services including Ampilatwatja, Alpururulam, Elliott, Tennant Creek and Wutunugurra.
- Carry out photocopying, scanning, and general office duties.
- Report any difficulties pertaining to the delivery of service to the Council Services Coordinator – Ali Curung.
- Process incoming and outgoing mail daily.
- Follow the council records management process, ensuring all items are correctly categorised and entered as records in line with the process.
- Assist in administrative functions for meetings and events, including catering.
- Ensure adequate supplies of stationary consumables and maintain the stationary register.
- Ensure the reception area is maintained in a clean and tidy condition.

#### Other

- You will be required to be onboarded as a Community Postal Agent (CPA) with AusPost and also as a "Specified Personnel" with Centrelink - Services Australia.
- You will be required to perform your duties in Ali Curung or elsewhere within the Barkly Regional Council authority area as reasonably directed by the Council.

- Ensure that the highest professional standards and Barkly Regional Council values are always upheld.
- Demonstrate commitment and enthusiasm to promote the principle of Diversity, Equity, Inclusion, and Belonging (DEIB) in employment and service delivery.
- Work safely and promote a safe working environment in accordance with Work Health Safety (WHS) legislation and Barkly Regional Council's policies and procedures.
- The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Barkly Regional Council. The position holder will be expected to undertake other duties as appropriate to the position classification and as requested by his/her/their manager.

### Our Values

Our values inform how we work and are reflected in our employees and services.

Our values are founded in the service standards and are lived out through our interactions with each other.

- ✓ We believe that all people in all communities are equal in dignity and have equal rights.
- ✓ Our employees are committed to working with people and communities in a way that values them, that are non-discriminatory, and that promote social justice.
- ✓ We are committed to the common good. Our employees work with people to ensure that they have access to the resources and services they need to effectively participate in the community.
- ✓ Our employees value the contributions of clients and communities and foster local community-driven services.
- ✓ Our Reconciliation Action Plan will be used to create a greater understanding of how we can best deliver services and support to all communities of the Barkly.

## 3. Key Accountabilities

- Perform all work competently and efficiently and promote a positive image of the council to the public.
- Deal with difficult customer situations in a calm and professional manner.
- Maintain a constant drive towards service improvement.
- Maintain strict confidentiality in all dealings.
- Always promote the Barkly Regional Council as a customer-focused organisation by ensuring that all visitors and customers are dealt with efficiently, courteously, and in accordance with the Council's Customer Services Charter.
- Partake in the efficient and effective day to day running of the council's Customer Service Counter.

## 4. Organisational Relationship

<b>Position Title:</b>	Customer Service Officer – Ali Curung (1612010)
<b>Reports to:</b>	Council Services Coordinator – Ali Curung (1612000)
<b>Department:</b>	Operational Services
<b>Supervises:</b>	N/A

- Internal Liaison:** Chief Executive Officer  
Director of Operational Services  
Regional Manager Operations - South  
Council Services Coordinator – Ali Curung  
Other Customer Services Officers  
Other Administration Officers  
Other Council Staff
- External Liaison:** Government and Non-Government Representatives  
Rate Payers, Residents, and Visitors

## 5. Knowledge and Skills

### Organisational:

- Knowledge and understanding of Aboriginal Culture.
- Excellent time management and organisational skills.
- The ability to work within a team environment whilst also producing results working independently.
- Ability to manage multiple tasks effectively with a degree of flexibility within a changing work environment.

### Interpersonal:

- A willingness to work in a remote and sometimes demanding environment.
- Demonstrated ability to work within tight timeframes and regularly monitor deliverables.
- Ability to successfully interact with people at all levels.

### Change Management:

- Ability to recognise issues and use initiative to identify and discuss proposed solutions.
- Ability to promptly respond to changed circumstances and make sound decisions to ensure the ongoing efficient and effective delivery of key deliverables within the role in the best interests of the Barkly Regional Council.
- Ensure compliance with and adherence to all legislative requirements and best practices at all times.

### Commitment, Attitude, and Application to Duties:

- Provide courteous and prompt attention to requests for information.
- Demonstration of a positive and proactive attitude with strong initiative.
- Promote Barkly Regional Council in a positive manner at all times.
- Promote and encourage continuous quality improvement strategies for the delivery of accurate and timely documentation.
- Take responsible care to ensure one's own safety at work and that of other staff within the workplace.

**1. Wages and Allowances**

**Classification:** Level 4 Pay Point 1  
*Barkly Regional Council Enterprise Agreement 2023*

**Status:** Full-Time Permanent (up to 38 hours per week)

**Annual Salary:** \$61,914.46 per annum (\$2,381.33 per fortnight)

**Zone Allowance:** Remote Community Zone Allowance \$2.5100 per ordinary hour

**SCG:** 11.5%

**6. Essential Criteria – Qualifications, Skills, and Experience**

1. Previous customer service and administration experience.
2. Understanding of the role including relevant policies and procedures.
3. Strong written and verbal communication skills.
4. Well developed computer skills, in particular MS Office.
5. A current National Criminal History Check (within the last 3 months).

**7. Desirable Criteria – Qualifications, Skills, and Experience**

1. Post-secondary qualification or relevant experience and work skills in the area of Customer Service and Administration.
2. Experience in Local Government.

**8. Certification**

The details contained in this document are an accurate statement of the responsibilities, accountabilities, and other requirements of the position.

  
Chris Kelly  
Chief Executive Officer

31/10/20  
Date

**9. Acceptance**

I, \_\_\_\_\_ have read and understood the requirements of this position and hereby agree to the responsibilities as outlined above.

\_\_\_\_\_  
Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date