

BARKLY REGIONAL COUNCIL



Customer Service Administration Officer (10011)

1. Position Objectives

As a Customer Service Administration Officer, 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. In addition, the position holder will provide support across the Barkly Regional Council (Council) Administration Centre.

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 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 Ali Curung, Ampilatwatja, Alpurrurulam, Elliott, and Wutunugurra.
- Carry out photocopying, scanning, and general office duties.
- Report any difficulties pertaining to the delivery of service to the Senior Administration Officer and/or Manager Governance and Policy.
- 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.
- Support the Executive Manager/and or Senior Administration Officer as and when required.
- 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.

General

- Be aware of the principles of Diversity, Equity, Inclusion, and Belonging (DEIB).
- Work safely and promote a safe working environment in accordance with Work Health Safety (WHS) legislation and Barkly Regional Council's policies and procedures.
- Other duties within skills, knowledge, and ability as reasonably requested by the Senior Administration Officer, Manager Governance and Policy, Director of Corporate Services or CEO.

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

Position Title:	Customer Service Administration Officer (10011)
Reports to:	Manager Governance and Policy (10006)
Directorate:	Corporate Services
Supervises:	N/A
Internal Liaison:	Chief Executive Officer Director Corporate Services Manager Governance and Policy Senior Administration Officer Other Customer Service Officers including Remote Other Directors and Managers Other Council Staff
External Liaison:	Government and Non-government Representatives Rate Payers, Residents, and Visitors

4. Wages and Allowances

Classification:	Level 4 Pay Point 1 <i>Barkly Regional Council Enterprise Agreement 2023</i>
Status:	Full Time (38 hours per week)
Annual Salary:	\$61,914.46 per annum (1,190.66 gross per week)
Zone Allowance:	Tennant Creek Zone Allowance \$1.8900 per hour
SGC:	11.5%

5. Knowledge and Skills

Organisational:

- Knowledge and understanding of Aboriginal Culture
- High level of computer skills.
- Ability to use equipment such as phone systems, computers, fax, and scanner machines.

Interpersonal:

- Highly developed written and communication skills.
- Strong initiative with minimal supervision required and the ability to plan and organise work.
- Demonstrated ability to work within a team environment and support other staff members.

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.
- Always ensure compliance with and adherence to all legislative requirements and best practices.

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.
- Always promote Barkly Regional Council in a positive manner.
- Take responsible care to ensure one's own safety at work and that of other staff within the workplace.

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.

7. Desirable Criteria

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.



Romeo Mutsago
Deputy Chief Executive Officer

02 / 07 / 2024
Date

9. Acceptance

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

Signature

/ /
Date