

BARKLY REGIONAL COUNCIL



Customer Service Officer – Ampilatwatja (10213)

1. Position Objectives

The position of Customer Service Officer – Ampilatwatja is to provide excellent customer service to all external and internal customers. You will be responsible for the provision of accurate and efficient secretarial, clerical, cashier, reception, records, administration, and backfilling support.

2. Key Responsibilities

Service Delivery, Planning and Monitoring

- Process general customer enquiries and transfer enquiries to other Council Officers if you are unable to answer the customer's query.
- Support and assist other Customer Service Officers in providing a high level of service to the public and internal customers in accordance with departmental and organisational objectives.
- Deal with difficult customer situations in a calm and professional manner.
- Support all locations in the provision of customer services including Ali Curung, Alpururulam, Arlparra, Elliott, Tennant Creek, and Wutunugurra.
- Carry out photocopying, scanning, and general office duties.
- Report any difficulties pertaining to the delivery of service to the Area Manager - Ampilatwatja.
- Process incoming and outgoing mail daily.
- Undertake duties including research, report preparation, updating registers, record keeping, room hires and project delivery.
- Accurately process payments by cash, cheques, and EFTPOS daily.
- Ensuring general supply of stock including office supplies such as stationery and kitchen supplies as required including obtaining quotes and preparing purchase orders.

Other

- 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.
- Any other duties as requested by your Manager.

3. Key Accountabilities

- Perform all work competently and efficiently and promote a positive image of the Council to the public.
- Responding and providing clear, concise, and accurate responses to customer enquiries and requests.
- Ensuring customer service satisfaction by following up on enquiries and requests until fully resolved.
- Identifying and communicating potential issues to management.
- Regularly reviewing and updating customer service policies and procedures.

- Ensuring confidentiality and privacy of customer information.
- Providing feedback to management on customer trends and concerns.
- Maintaining positive customer relationships through excellent customer service.

4. Organisational Relationship

Position Title:	Customer Service Officer – Ampilatwatja (10213)
Reports to:	Area Manager – Ampilatwatja (10212)
Department:	Operations and Remote Communities
Supervises:	N/A
Internal Liaison:	Chief Executive Officer Director of Operations and Remote Communities Area Manager - Ampilatwatja Other Area Managers Operational Administration Officer Local Authority Coordinator Customer Services Officers - Ampilatwatja Work Staff Supervisor – Ampilatwatja Municipal Officers - Ampilatwatja Other Council Staff
External Liaison:	Government and Non-government Representatives Rate Payers, Residents, and Visitors

5. Wages and Allowances

Classification:	Level 4 Pay Point 1 <i>Barkly Regional Council Enterprise Agreement 2023</i>
Status:	Part Time
Hourly Rate:	\$31.33 per hour
Zone Allowance:	Remote Communities Zone Allowance \$2.5100 per hour

6. 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.
- 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.
- Take responsible care to ensure one's own safety at work and that of other staff within the workplace.

7. Essential Criteria – Qualifications, Skills, and Experience

1. Previous customer service 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.

8. Desirable Criteria

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

9. Certification

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

Jeff MacLeod
Acting Chief Executive Officer

17, 6, 24.
Date

10. Acceptance

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

Signature

_____/_____/_____
Date