

## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	Customer Service Officer	<b>Designation and Classification Level</b>	RGRC Level 3
<b>Position No</b>	2218	<b>Division</b>	Office of the CEO
<b>Business Unit</b>	Office of the CEO	<b>Reports To</b>	Executive Assistant to the CEO
<b>Location</b>	Katherine	<b>Date Created</b>	July 2020
2. POSITION CONTEXT			
<b>Position Summary/ Purpose</b>	To provide reception service coverage and a high level of administrative support to assist in the delivery of business operations.		
3. KEY RESPONSIBILITIES			
<p><b>1. Service Delivery, Planning and Monitoring</b></p> <ul style="list-style-type: none"> <li>• Provide a professional reception service to the work unit and act as the first point of contact within the Support Centre.</li> <li>• Provide high level administration support to the Office of the CEO and broader organisation including receiving, screening and directing telephone calls, checking emails and actioning items as appropriate.</li> <li>• Assist in the preparation of general correspondence, reports, records administration and meeting preparation as required.</li> <li>• Process general enquiries via mail, email and telephone in a timely manner.</li> <li>• Ensuring general supply of stock including office supplies such as stationary and kitchen supplies as required including obtaining quotes and preparing purchase orders.</li> <li>• Undertake projects delegated by the Executive Assistant to the CEO, including; research, report preparation, updating registers, record keeping, room hires and project delivery.</li> </ul> <p><b>2. Organisational Sustainability</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively within the Office of the CEO division and perform other duties as directed by Manager</li> <li>• Providing timely and accurate administrative support to the Unit Manager.</li> </ul> <p><b>3. Quality and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Ensure corporate support tasks are carried out efficiently and effectively.</li> <li>• Maintain confidentiality and demonstrate a highly professional attitude and approach.</li> </ul> <p><b>4. Work Health and Safety (WHS)</b></p> <p>All Council staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>• Undertake work in a manner that is not harmful to their health and safety or the health and safety of others</li> <li>• Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System</li> <li>• Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements</li> <li>• Attend and actively participate in WHS and other mandatory training</li> <li>• Monitor workplace conditions and report: <ul style="list-style-type: none"> <li>○ Ideas which may improve health and safety</li> <li>○ Any work related or personal injury or illness (where it may affect their ability to work safely)</li> <li>○ Any work-related incident they witness, including bullying and harassment</li> <li>○ Hazards and incidents including any malfunction or inadequacies of equipment</li> <li>○ Correct minor hazards as applicable.</li> </ul> </li> </ul>			

**4. SELECTION CRITERIA**

**ESSENTIAL**

1. Business Administration qualification (or ability to obtain) and / or equivalent experience.
2. Excellent organisational skills, time management and attention to detail.
3. Excellent verbal and written communication, with the ability to respond to non-routine enquiries and/or complete standard correspondence.
4. Excellent interpersonal skills, including demonstrated experience liaising with a wide range of internal and external clients.
5. Ability to work effectively in a team environment and coordinate elements of work to ensure successful completion of designated tasks.
6. Demonstrated experience to work autonomously in a timely manner, with attention to detail.
7. Intermediate Microsoft Office (Word, Excel, Outlook) skills.
8. Demonstrated ability to maintain a high level of confidentiality.

**DESIRABLE**

1. Good communication skills with people from a Culturally and Linguistically Diverse background.
2. Experience in a Local Government environment.

**MANDATORY REQUIREMENTS**

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia  
(Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

**5. ACKNOWLEDGEMENT**

<b>CEO / General Manager</b>	<b>Marc Gardner</b>	<b>Date Approved:</b>	<b>Signature:</b>
<b>Employee Name</b>		<b>Date:</b>	<b>Signature:</b>