

POSITION DESCRIPTION

Customer Service Officer

Position	Customer Service Officer
Classification Level	Level 3
Location	Wadeye
Reports to	Directly: Administration Officer (Wadeye) Indirectly: Community Services Manager

ORGANISATION

Located within the Top End of the Northern Territory, the West Daly Regional Council (WDRC) covers 14,000 square kilometres and has a population of more than 3700 residents throughout the communities of Wadeye, Nganmarriyanga and Peppimenarti as well as the surrounding 33 homelands, a number of which are serviced by Council. Wadeye is the largest remote community and the fifth largest town in the Northern Territory.

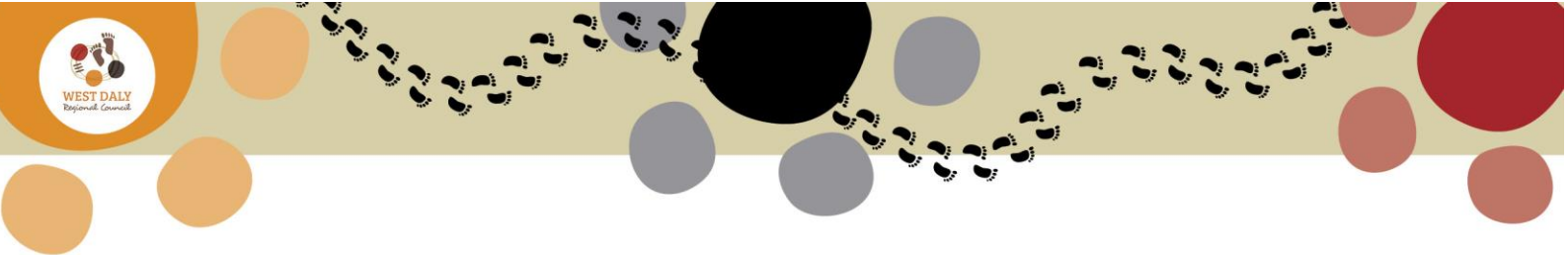
A young and vibrant Regional Council, our vision is to deliver quality services and support development opportunities, including local jobs for local people, along with implementing a range of strategies that will help shape a prosperous and sustainable future for the region.

The council's long-term goals are to:

- Provide good governance, leadership and advocacy
- Provide local employment and strong regional economy
- Provide high quality services within financial resources available
- Maintain and develop council's assets, natural resources and country
- Ensure Strong, safe and healthy communities that respect culture, heritage and change

ATTRIBUTES

- Service** Work performed is of the highest quality, innovative and solutions focused.
- Ethical** Applies the highest standards of integrity and ethical conduct.
- Attitude** Demonstrates a positive approach, appropriate behaviors and teamwork.
- Discretion** Makes appropriate decisions, sound judgements and communicates effectively.
- Safe** Work practices performed apply and promote Work Health Safety standards.



POSITION

This position is responsible for providing quality customer service and administration support to the West Daly Regional Council team at Wadeye. A major focus of this position is attending to front counter enquiries from the local community and visitors to the West Daly Region, attend to telephone and email enquiries and the provision of general administrative support.

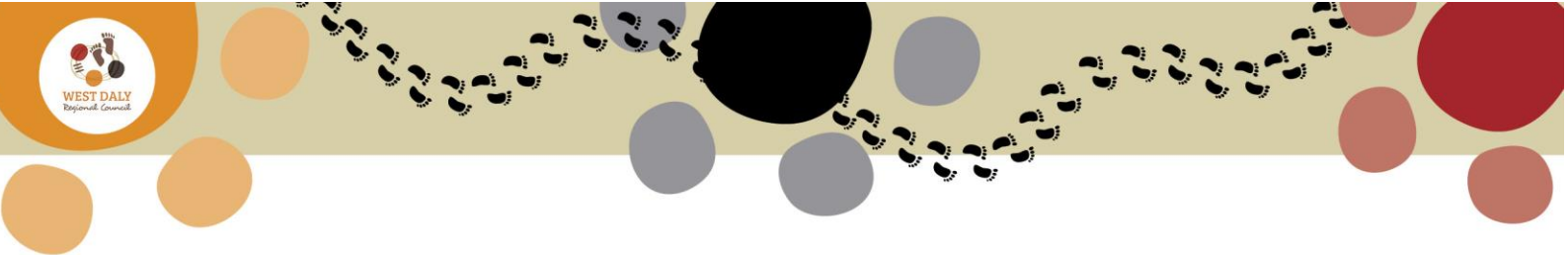
ROLE RELATIONSHIPS

Internal	External
Administration Officer	Government Representatives
Administration Coordinator	Community Organisation Representatives
Community Service Manager (Wadeye)	Local Government Association of the Northern Territory (LGANT)
Homelands Manager	Consultants
Library Assistant (Wadeye)	Community members
Homelands Manager	Consultants
All Council Staff	

DUTIES

Primary Tasks

- Provide efficient and effective customer service including:
 - dealing directly and promptly with customers in person and on the telephone in a respectful, friendly and courteous manner;
 - ensuring that enquiries, complaints, requests or suggestions from the public are dealt with through the dissemination of relevant advice and information; and
 - screening phone calls and ensuring that all written correspondence is delivered promptly to appropriate staff.
- Provide office administration support which may include activities such as (but not limited to):
 - maintaining tidiness, cleanliness and a professional presentation of the front counter area (including the public noticeboard).
 - Ensure an effective, efficient and courteous service is provided to all service users and the community.
 - Maintain a safe staff working environment.
 - Ensure adherence to Workplace Health & Safety legislation.
 - Comply with all Council policies and procedures.
 - Undertake other duties commensurate with skills and experience, as directed.



RESPONSIBILITY/ACCOUNTABILITY

Teamwork

- Develop a team approach to problem solving and encourage innovative practice.
- Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and WDRC personnel.
- Support a collaborative culture with internal and external stakeholders and motivate team members by inculcating a dynamic working environment that nurtures innovation.

Work Health & Safety

- Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.
- Contribute to organisational continuous quality improvement and internal reporting to the WHS Officer.
- Take reasonable care to protect the health and safety of staff and others.
- Actively participate in safety improvement activities.

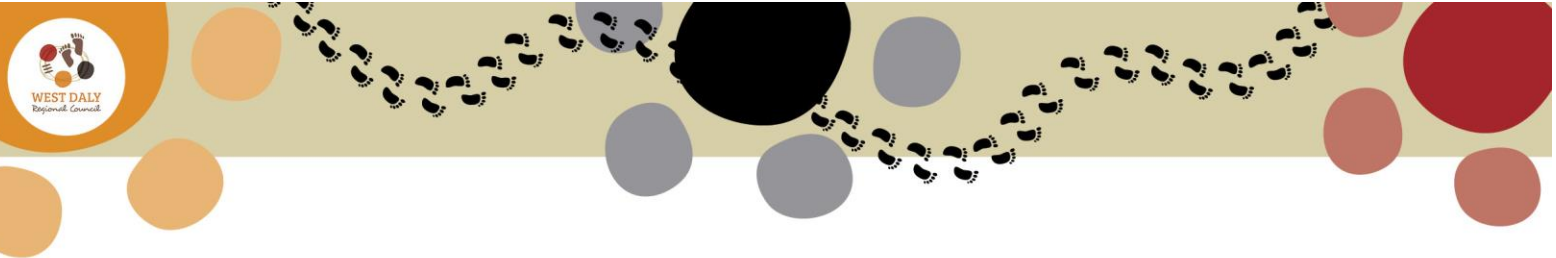
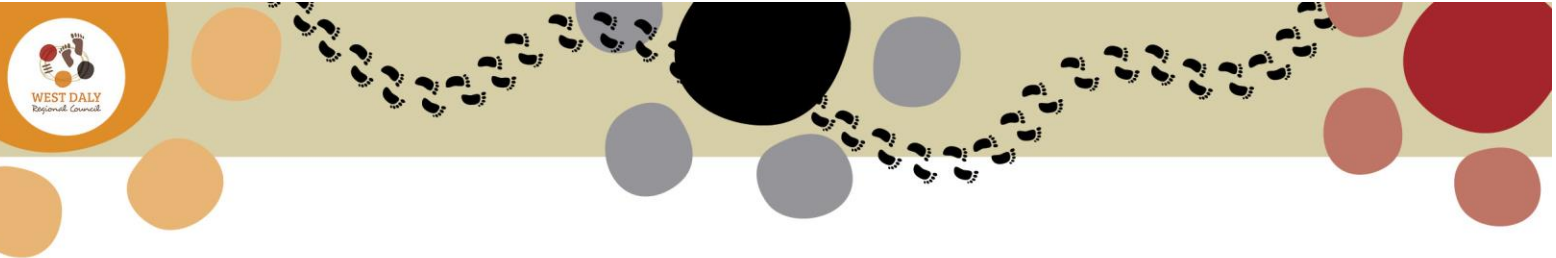
General

- Comply with the WDRC 'Code of Conduct' and all other policies and procedures adopted by WDRC as varied from time to time.
- Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
- Other duties, consistent with skills and experience, as directed by the Administration Officer (Wadeye) and Community Services Manager (Wadeye).

SELECTION CRITERIA

Essential Qualifications & Experience

- Previous experience in a similar position (well regarded).
- Current Northern Territory Driver's Licence.
- National Criminal History Check clearance.
- Current Working with Children/Ochre Card.
- Vaccinated against Covid-19 (as per NT Chief Health Officer's Direction).



Knowledge, Skills & Abilities

- Sound computer skills with competent with the Microsoft Office Suite of Products (in particular Outlook, Word and Excel).
- Courteous and friendly phone manner.
- Knowledge of local community culture.
- Personal integrity.
- Good interpersonal skills and friendly disposition.
- Must have the ability to read and write.
- Ability to work with limited supervision and direction.
- Sound knowledge of the principles of Workplace Health & Safety.

APPROVAL

Matthew Eastham

Matthew Eastham ASM
Chief Executive Officer

Dated: 22nd November 2021

Created	November, 2021
Version	1.0