

## POSITION DESCRIPTION AND SELECTION CRITERIA

<b>Position Title:</b>	Customer Service / HR Officer
<b>Reporting To:</b>	Business Services Manager and Human Resources Manager
<b>Level:</b>	Level 3-4
<b>Location:</b>	Alice Springs

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### **OBJECTIVES OF THE POSITION:**

Operating under the direction of the Business Services Manager/ Human Resources Manager and in accordance with Council Corporate plans, policies and relevant legislation this position is responsible for:

- Assisting with the administration requirements of the Council's Front Office;
- Promoting, developing, and maintaining a favourable public image and professional profile of the Council's Alice Springs office;
- Provide high quality support to the Council President, Executive Management Team, and Business Services Manager and contribute to development of documentation associated with corporate functions of the organisation; and
- This position will directly report to the HR Manager for all HR related duties.

### **DUTIES AND RESPONSIBILITIES:**

#### **CUSTOMER SERVICE DUTIES**

- Courteously and efficiently answer face to face and telephone inquiries from internal and external customers;
- Collect the mail each business day and distribute to other council locations internally in a timely and efficient manner;
- Accurately and timely register all incoming mail, documents, and invoices on to Councils EDRMS; and maintain an up to date filing system.
- Maintain database of Customer Service Logs;
- Accurately record messages left for Council staff and forward these in a timely manner to the intended recipient;
- Ensure a high level of satisfaction with services provided at reception area;
- Maintain a check on Alice Springs office consumables and replenish supplies when required;
- Perform all duties associated with the day to day operation of the Alice Springs Office specified in the Customer Services Handbook in a timely and competent manner;
- Maintain high levels of housekeeping and amenity in reception area, waiting room and Council Chambers
- Make sure that the meeting rooms, kitchen facilities and toilets are stocked and tidy; and
- Perform other associated administrative and support duties in Corporate services as directed.

## HR DUTIES

When delegated perform the following:

- Assist the HR Team in all aspects of Human Resource Management through provision of basic HR services.
- Provide high quality data entry services to ensure accurate and comprehensive records are produced and maintained in the Human Resources Information System (HRIS) and maintain an up to date filing system.
- Provide assistance in recruitment, selection, placement and induction activities. Assist the HR Manager to establish and maintain a safe working environment for all Council staff.
- Assist the HR team in production of standard HR Documents, keeping and administering detailed HR Files (both electronic and paper) for all employees.
- Perform other reasonable HR duties within your level as directed by the HR Manager from time to time.

## KEY SELECTION CRITERIA:

### Essential:

- An awareness of issues affecting Aboriginal people in remote locations and ability to operate effectively in a cross-cultural environment.
- Demonstrated literacy, numeracy and computer keyboard skills of a high standard.
- Demonstrated experience in accurate data entry as per statutory requirements of organisation records keeping policy.
- Demonstrated good customer service and cross-cultural communication/interpersonal skills.
- Ability to order office supplies, stock take and maintain office equipment.
- Proven ability to meet deadlines under pressure and strong attention to detail skills.
- Sound knowledge of Work Health and Safety requirements.
- Previous proven experience of working in an HR / Finance section providing basic services or willingness to learn about providing basic HR / Finance support services.
- Agreement to an NT Police Criminal History checks.
- Hold a current C Class driver's license

### Desirable:

- High levels of numeracy skills.
- Interpersonal, written and verbal communication usually required to provide the service to internal customers, other than answering occasional queries.

## POSITION ATTRIBUTES

### Level 3

Level 3 covers operational employees undertaking duties and responsibilities in excess of Level 2 and entry level administrative employees.

**Authority and accountability:** Responsible for completion of regularly occurring tasks with general guidance on a daily basis. May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels.

**Judgment and problem solving:** Personal judgment is required to follow predetermined procedures where a choice between more than two options is present. Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

**Specialist knowledge and skills:** Application of developed skills acquired through on-the-job training or accredited external training over a number of months. Positions may require demonstrated competence in administrative areas.

**Management skills:** Not required at this level.

**Interpersonal skills:** Employees at this level require communication skills to enable them to effectively communicate with clients, other employees and members of the public and in the resolution of minor matters.

**Qualifications and experience:** Qualifications or relevant experience in accordance with the requirements of work in this level, which may be acquired through a Certificate II or a non-trades Certificate III, however described.

### Level 4

Level 4 covers operational and administrative employees undertaking duties and responsibilities in excess of Level 3 and is the entry level for technical and trades employees.

**Authority and accountability:** Work performed is within general guidelines. May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels. Responsible for leading employees in operational duties or the application of trades, administrative or technical skills.

**Judgment and problem solving:** The nature of the work is clearly defined with procedures well understood. Tasks performed may involve selection from a range of existing techniques, systems, equipment, methods or processes. Guidance is available from more senior staff.

**Specialist knowledge and skills:** Requires demonstrated competence in a number of key skill areas related to major elements of the job. Proficiency in the application of standardised procedures and practices. May also include the operation of tools, plant, machinery and/or equipment, in accordance with the requirements of the position. Performance of trades and non-trade tasks incidental to the work.

**Management skills:** Provide employees with on-the-job training, guidance and basic knowledge of workplace policies and procedures. Employees may lead small groups of employees at the 'work face'.

**Interpersonal skills:** Employees at this level require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters.

**Qualifications and experience:** Qualifications or relevant experience in accordance with the requirements of work in this level which may be acquired through:

- (a) a trade certificate or equivalent;
- (b) completion of accredited/industry-based training courses equivalent to a Certificate IV (non-trade); and/or
- (c) knowledge and skills gained through on-the-job training.

**ORGANISATIONAL RELATIONSHIPS:**

Reports to:	Business Services Manager and Human Resources Manager
Supervises:	Nil
Internal Liaisons:	ICT & Record Management Team Governance Team Executive Management Team Council Services Managers Directorate Staff
External Liaisons:	Community based Administration Officers Councillors and Local Authority members Members of the public Other local, state and federal government agencies

**NOTE TO CANDIDATES**

The position will be expected to:

- Interact with Aboriginal people that speak Anmatjere, Arrernte and/or Warlpiri as a first language.
- Occasionally drive a 4WD vehicle.
- Have a reasonable level of fitness.
- Hold a current drivers licence.
- Hold a current first aid certificate or have the ability to obtain this qualification.
- Have computer literacy skills with high levels of accuracy.
- Meet all the requirements of the Regional Council Code of Conduct in the performance of their duties.



People of Aboriginal and Torres Strait Islander descent are strongly encouraged to apply.

Prior to appointment the successful applicant will need to provide a police clearance certificate and evidence of their eligibility to work in Australia.

two ways :: one outcome





## VISION – TWO WAYS, ONE OUTCOME

(Indigenous and non-indigenous people working together for the best outcomes)

two ways :: one outcome

### INFORMATION FOR APPLICANTS FOR THE POSITION OF CUSTOMER SERVICE/HR OFFICER

Central Desert Regional Council covers the following communities: Lajamanu, Yuendumu, Nyirripi, Yuelamu, Willowra, Ti Tree, Wilora, Nturiya, Pmara Jutunta, Laramba, Engawala, Atitjere and associated outstations plus a large area of currently unincorporated land.

The Regional Council which has been operational as from 1 July 2008 has an area of approximately 282,093 square kilometres and a population of 4,591.

#### CONTRACT

The successful applicant will be employed under a full time permanent employment contract.

#### SALARY

The salary is Level 3-4, \$55,350 - \$65,192 per annum.

Salary step increases within the salary level will be subject to good performance.

#### SUPERANNUATION

Employer contributes 9.5 % superannuation – employee shall have complete freedom of choice over the complying fund that their contributions are paid to, with the default being the State Wide Super.

#### SALARY SACRIFICING

Council has entered into a contractual relationship with Remserv to administer the salary packaging process on its behalf. Remserv is offering a suite of benefits which Council believes may be useful to our staff. For more information please contact them on [remserv@remserv.com.au](mailto:remserv@remserv.com.au) or on 1300 30 39 40.

Staff are encouraged to seek independent financial advice over salary packaging.

**NOTE:** Local Government Councils are not entitled to Public Benevolent Institution Taxation Benefits and consequently Council cannot legally offer such benefits.

#### ANNUAL LEAVE

A permanent full time employee accrues 4.385 hours annual leave for every week of continuous service.

A loading of 17.5% of salary shall be paid to the employee when taking leave.

Annual leave shall be taken at such a time which is mutually convenient to the Council and the employee. An employee may only accrue annual leave up to a maximum of 40 days. If an employee accrues more than this number of days they will be directed to take leave of a period of not less than 10 continuous working days within four weeks of accumulating excess leave.

Council may, under exceptional circumstances only, approve a written request from an employee to cash-in their accrued annual leave so long as the employee will be left with at least four weeks of accrued annual leave after the leave is cashed-in. The employee will be paid at least the full amount that they would have received if they had taken leave instead.

Termination payments will include leave loading for any accrued annual leave.

### **LONG SERVICE LEAVE**

This clause is read with and is subject to the *Long Service Leave Act (NT)* and section 109 of the *Local Government Act*.

An employee who has completed ten (10) years of continuous service will be entitled to thirteen (13) weeks of paid long service leave. However, an employee after seven (7) years of continuous service may take pro rata long service leave.

The balance of long service leave accrued after the completion of each ten (10) years of service (that is, taking into account any pro rata long service leave previously taken) must be taken as soon as practicable after the completion of that period and in any event totally expended within twelve (12) months of the completion of that period unless otherwise approved by the CEO.

Long service leave may only be taken in one (1) block or in not less than four (4) week blocks as agreed to by Council.

An employee must give at least four (4) weeks' notice of intention to take long service leave or part thereof.

Employees may be permitted to take LSL at double the time for half pay.

An employee, having less than ten (10) years but more than seven (7) years of continuous service, who ceases employment for any other reason than serious misconduct will be paid for 1.3 weeks leave for each year of completed service unless previously taken under G5.2.

In accordance with section 109 of the *Local Government Act 2008 (NT)*, an employee who enters into the service of Council from another council, a local government subsidiary within the Northern Territory or the Local Government Association Northern Territory is entitled to long service leave that has accrued with the employee's previous employer to accompany and be available to the employee following that entry.

### **PERSONAL/CARERS' LEAVE**

A permanent full time employee accumulates Personal/Carers' Leave at the rate of 1.754 hours per week.

An employee may take paid Personal/Carers' Leave if the leave is taken:

- Because the employee is not fit for work because of a personal illness, or personal injury affecting the employee; or
- To provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:
  - A personal illness, or personal injury, affecting the member, or
  - An unexpected emergency affecting the member.
- For dealing with the consequences of domestic violence to the employee, immediate family or a member of the employee's household.
- For paternity leave purposes to a maximum of three weeks

The term immediate family includes:

- spouse, de facto partner, child (including foster child), parent, grandparent, grandchild or sibling of the employee
- child (including foster child), parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee

An employee, or if unable, a representative, must notify their supervisor of their non-attendance within 30 minutes of their commencement time, or as early as reasonably practicable thereafter, in order to use that day as personal/carers' leave.

\*Refer to the CDRC Enterprise Agreement for the rest of the clauses.

### **STUDY LEAVE**

Employees may apply for reasonable study leave to undertake courses of study that are additional to the training and development opportunities directed by Council.

Approval by the Chief Executive Officer is subject to the course(s) complementing Council's goals and strategies and being relevant to the work of the Employee.

\*Refer to the CDRC Enterprise Agreement for the rest of the clauses.

### **LEAVE WITHOUT PAY**

The Chief Executive Officer may grant leave without pay for reasons not covered by other types of leave only after all other types of leave have been exhausted.

### **HOURS OF WORK**

The ordinary hours of work will be 76 hours over fourteen consecutive days.

A standard day is 7.6 hours unless otherwise authorised by Council. A standard day may be up to 10 hours, or 12 hours with employee agreement.

The ordinary hours of work may be worked on any or all days Monday to Friday with no limitation on start or finishing times.

The ordinary span hours of work for Agency and Commercial employees may be agreed between the employee and the Council in line with prescribed individual flexibility provisions and the requirements of the business operations, and may include weekends.

### **CEREMONIAL LEAVE**

An employee who has been employed by Council for a minimum of six months and who is required to perform cultural or ceremonial duties may, on the production of evidence satisfactory to the CEO, be granted up to ten (10) days leave per year for such duties.

Where this involves time away from work employees must first utilise TOIL and annual leave before utilising cultural/religious leave. Cultural/Religious leave will be cumulative one day per completed month of service to a maximum of 10 days per annum.

Cultural leave does not accumulate from year to year.

Employees may request approval for additional unpaid leave for the purpose of cultural leave or sorry business.

### **PUBLIC HOLIDAYS**

CDRC Enterprise Agreement leave conditions will apply. Refer to the Enterprise Agreement.

### **PROBATION**

The employee's employment will be subject to an initial probationary period of six months.