

# Position Description

<b>POSITION TITLE</b>	Senior Officer, CDP Client Services Business Support
<b>POSITION NUMBER</b>	104105
<b>AWARD</b>	Local Government Industry Award
<b>CLASSIFICATION</b>	CDRC Enterprise Agreement – Level 4
<b>POSITION TYPE</b>	Casual
<b>DIRECTORATE/PROGRAM</b>	Community Services / Community Development Program (CDP)
<b>LOCATION/S</b>	Alice Springs
<b>SUPERVISOR</b>	Senior Coordinator, CDP Business Support
<b>POSITIONS SUPERVISED</b>	This position has no direct reports

## PRIMARY OBJECTIVE

The Senior Officer, CDP Client Services Business Support is responsible for providing quality administrative and customer service support for Community Development Programs in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation. The role provides administrative and customer service support which enables remote communities to achieve employment, training and locally identified outcomes that contribute to the life and fabric of the community.

## KEY DUTIES AND RESPONSIBILITIES

1. Provide professional customer service to internal and external customers and clients including;
  - a. Efficient and informed telephone, email and face to face transactions; and
  - b. Clear communication of department requirements, processes and systems.
2. Provision of administrative services to staff within the Team including;
  - a. General administrative support, including raising purchase orders, meeting support and general enquiries, resolve routine issues and enquiries.
  - b. Basic human resources and administration services, including recruitment, payroll enquiries and advertising vacant positions within the Team.
  - c. Document management, ensuring the correct documents are used and filed as per departmental procedures.
  - d. Office supplies, ensure there are adequate supplies including paper, stationery and other relevant office supplies.
  - e. Data Entry including documents, spreadsheets and department specific programs.
3. Be engaged in an effective and proactive health, safety and wellbeing culture.
4. Any other reasonable duties delegated by the Manager which are within level.

## SELECTION CRITERIA

### Essential

1. Certificate IV in a related discipline and/or knowledge and skills gained through on-the-job training.
2. Demonstrated strong administrative skills in an office environment.
3. Demonstrated strong interpersonal skills with the ability to provide advice and resolve issues.
4. Demonstrated literacy, numeracy and computer keyboard skills of a high standard, with emphasis on word processing, data entry and spreadsheets.
5. Demonstrated good customer service and cross-cultural communication skills.
6. Demonstrated ability to use judgement to resolve common workplace issues.
7. Proven ability to manage multiple deadlines and work under pressure.
8. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
9. Acceptable police check.
10. Ochre Card.

### Desirable

1. Current Class C Licence.
2. Experience mentoring or supervising staff.