

Position Description

POSITION TITLE	Officer, CDP Client Services Administration
POSITION NUMBER	104108
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 3
POSITION TYPE	Permanent Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Community Services / Community Development Program (CDP)
LOCATION/S	Alice Springs
SUPERVISOR	Senior Coordinator, CDP Business Support
POSITIONS SUPERVISED	This position has no direct reports

PRIMARY OBJECTIVE

The Officer, CDP Client Services Administration is responsible for delivering helpful, practical, and considerate service to CDP participants, employees and internal and external stakeholders, in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation. The role provides a range of day to day administrative and practical tasks which enable 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. Handle telephone enquiries from Jobseekers, CDP community-based employees and Services Australia to resolve clients' queries.
2. Provide administration support to the CDP Caseload.
3. Provide administration support to CDP employees as required.
4. Working as part of the CDP team, contribute positively to the Council by promoting and upholding a safe and harmonious work environment.
5. Contribute to CDP projects and initiatives.
6. Be engaged in an effective and proactive health, safety and wellbeing culture.
7. Any other reasonable duties delegated by the Supervisor which are within level.

SELECTION CRITERIA

Essential

1. Customer service experience or aptitude, including an ability to deal with clients from diverse backgrounds.
2. Demonstrated understanding of administrative skills in an office environment.
3. An ability to communicate effectively in a cross cultural environment.
4. Demonstrated ability to process tasks while working with high volumes of data.
5. Demonstrated ability to maintain confidentiality with business and clients' data.
6. Demonstrated ability to work within a productive and harmonious team.
7. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
8. Current Class C Licence (preferably manual).
9. Acceptable police check.
10. Ochre Card.

Desirable

1. Experience in customer service or service delivery with Aboriginal people and / or people experiencing socio-economic disadvantage.
2. Qualifications in administration, business, or community services.
3. Strong computer skills and ability to learn new programs.