



POSITION DESCRIPTION AND SELECTION CRITERIA

POSITION TITLE: Operations Support Officer – Customer Service
REPORTING TO: Operations Support Manager
LEVEL: 3
LOCATION: Alice Springs

OBJECTIVES OF THE POSITION:

Operating under the direction of the Operations Support Manager and in accordance with Council corporate plans, policies, relevant legislation and funding requirements; 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
- Provide other administrative support as required.

DUTIES AND RESPONSIBILITIES:

- 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.
- Maintain corporate filing systems and input records accurately into corporate systems.

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 Corporate and Customer Services..
- Agreement to an NT Police Criminal History checks.
- Hold a current C Class driver's license

The Operations Support Officer – Customer Service will be expected to:

- Work with Aboriginal people that speak Anmatjere, Arrernte, Alyawarra and/or Warlpiri as a first language.
- Have a reasonable level of fitness.
- Hold a current first aid certificate or have the ability to obtain this qualification.
- Provide a police clearance certificate and evidence of eligibility to work in Australia.

People of Aboriginal and Torres Strait Islander descent are strongly encouraged to apply. This position is identified. An identified position is one in which part or all of the duties involve interaction with Aboriginal and/or Torres Strait Islander people, including service delivery.

VISION – TWO WAYS, ONE OUTCOME
(Indigenous and non-indigenous people working together for the best outcomes)

INFORMATION FOR APPLICANTS FOR THE POSITION OF
Operations Support Officer – Customer Service

Central Desert Regional Council is a council that covers the following communities: Anmatjere, Atitjere, Engawala, Lajamanu, Laramba, Nyirripi, Yuelamu, Yuendumu, Willowra; as well as 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.

SALARY

The salary is Level 3 (Salary \$55,903.00 per annum plus 9.5% superannuation plus 17.5% pro rata Annual Leave Loading). The current Enterprise Agreement expires on 30th June 2019. Salary and working conditions after June 30, 2019 will be subject to the Enterprise Agreement in place.

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 Superannuation Scheme.

ANNUAL LEAVE

Six weeks per annum annual leave is provided to a permanent, full time employee. A loading of 17.5% of salary shall be paid to the employee when taking leave. Annual leave is managed as per Council policies.

LONG SERVICE LEAVE

Long Service Leave is provided as per the *Long Service Leave Act (NT)* and section 109 of the *Local Government Act*; and is managed according to Council policy.

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

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.

STUDY LEAVE

Employees may apply for study leave to undertake courses of study that are additional to the training and development opportunities directed by Council. Approval is at the discretion of the Chief Executive Officer.

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 per fortnight.

A standard day is 7.6 hours, Monday to Friday unless otherwise authorised by Council

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 leave does not accumulate from year to year.

PROBATION

This role will be subject to an initial probationary period of six months.

RELOCATION EXPENSES

The Regional Council's relocation policy which is on the website will apply. The payment of relocation expenses is made on the condition that if for any reason the manager resigns within one year of the appointment date, then they will refund the full amount.