



## Northern Peninsula Area Regional Council

### **Employment opportunity**

# **Customer Service / Office Manager**

The Northern Peninsula Area Regional Council's mission is to support the provision of high standard local government services and economic growth of the Northern Peninsula Area through the sustainable use, development and management of land, water and native vegetation resources, whilst protecting the rights and interests of both the individual and the communities.

Northern Peninsula Area Regional Council is seeking a **Customer Service / Office Manager**, to join the Executive Team.

This position is responsible for managing administrative functions in the Injinoo, Bamaga, Umagico and New Mapoon Offices as well as providing oversight to the implementation of a robust customer service and complaints framework.

### **In this role you will have the opportunity to:**

- Supervise and coordinate the general administration and reception staff of each Office.
- Actively promote positive relations with all internal and external customers of Council.
- Lead the implementation of a Customer Service Framework and Complaints Unit
- Ensure all feedback is logged, delegated and followed up by the relevant Council staff with report provided to the recipient through the Snap Send Solve system
- Lead the promotion and uptake of the Snap Send Solve system
- Provide feedback received regarding service providers to the relevant service provider in a collaborative and respectful manner
- Lead the establishment of a central complaints unit to direct and assist community members with their complaints if agencies are not responsive
- Oversight of the Local Fare System and necessary reporting
- Maintain data on relevant KPIs including but not limited to LFS usage, complaints received and resolved
- Undertake an annual feedback survey with community
- Prepare monthly reports to supervisor
- Coordinate quarterly community meetings including supporting the collation of feedback and concerns
- In collaboration with the Senior Executive Assistant coordinate catering and venue requirements for Council and Trustee meetings including both formal and informal meetings

- Actively contribute to a high-performance culture where accountability, innovation, change, and excellence is valued.

## **In return for your valued contribution, you will be rewarded with:**

- 3 Year Term Contract
- \$101,906 per annum, plus superannuation
- 36.25 hours per week
- 5 Weeks Annual Leave
- 15 Days sick leave per annum
- Cultural Learning and development opportunities
- Employee Assistance Program

## **The successful applicant will have:**

### **Essential:**

1. Diploma/Certificate in a business-related field or 3 years minimum experience in a similar position.
2. Demonstrated relevant experience in providing administration services in a busy office environment.
3. Accurate and efficient word processing skills with experience using Microsoft Office in particular Word, Excel, PowerPoint, or similar.
4. Demonstrated ability to manage, supervise and coordinate general administrative office and customer service staff.
5. Demonstrated high level interpersonal, communication and customer service skills as well as the ability to negotiate for outcomes when dealing with competing priorities.
6. Demonstrated commitment to equal employment opportunity, anti-discrimination, cultural diversity, workplace safety and quality assurance.

### **Desirable**

1. Experience working in a Local Government would be well regarded.
2. Hold current 'C' class Queensland Drivers Licence is highly desirable.

### **PERFORMANCE INDICATORS:**

- As required and expected workplace attendance rate, with consistent punctuality.
- Completion of all duties in a timely and efficient manner.
- Compliant notification to supervisor in respect to work absence and leave requirements.
- Compliance with all Council policies & procedures, with high regard to Confidentiality, Code of Conduct and WH&S procedures.
- Modelled high standard of behaviour and work ethics as a Manager.
- Safe work practices developed and followed.
- Effective in building and sustaining professional relationships.
- Knowledge of physical and electronic use Council operating systems.
- Distinguishes between professional and private conduct and behaviour.
- Demonstrates flexibility to complete prioritized scheduled deadlines with importance.
- Utilizes resources to meet demand.
- High standards of work quality and behaviour.

- Workplace, Health and Safety is abided by and shared with others.
- Promotes positive behaviour to reflect NPARCs good standing within the community.

## **Are you ready to catapult your career?**

For us to assess if you're the one we are searching for, it is mandatory that you submit your Resume, a Cover Letter and a Full statement of claims addressing the Selection Criteria and submit your application to [hradvisor@nparc.qld.gov.au](mailto:hradvisor@nparc.qld.gov.au)

The selection criteria can also be found on the Position Description, available to be downloaded from the vacancy on Council's website.

You may also contact the Human Resources Department on 07 40486612 for more information.

## **Pre-Employment Screening:**

Please note, prior to an offer of employment being made, recommended candidates will be required to undertake a medical assessment (including drug and alcohol testing). Council may also complete a range of other pre-employment checks, such as references, employment history checks, working with children checks or a criminal history check.

## **Applications Close: Wednesday 18<sup>th</sup> October 2023**