



NPARC POSITION DESCRIPTION

Position number		Date of last review	September 2023
Position Title	Customer Service / Office Manager		
Classification	Stream A Band 3, Level 2		
Division	Executive		
Section	Support Services		
Location	Bamaga		
Employment Type	Permanent 3 Year Contract		
Hours of Duty	36.25 hours per week		
Supervisor	Chief Executive Officer		
Direct Reports	4 x Customer Service Officers, 1 x Administration Trainee		

1. Organizational environment

Mission:

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 community.

Vision:

With Respect and pride, we build a future for our children based on unity, equitable self-governance, education, and culture.

Responsibilities:

The Northern Peninsula Area Regional Council (NPARC) is charged with the responsibility of ensuring a wide range of local government services are available throughout the five (5) communities of the Northern Peninsula Area including housing, curb-side collection of rubbish and land-fill disposal, potable water supplies and effective wastewater disposal systems.

The NPARC must work closely with the community and funding agencies to ensure the necessary resources are available for these purposes.

2. Primary Objective of Position

To manage 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. Supervise customer service officers in the offices.

3. Condition of Employment

The conditions of employment for this position are in accordance with the *NPARC Certified Agreement 2017*, Council's policies and procedures, Council's Code of Conduct and other legislative requirements.

4. Workplace Health and Safety Responsibilities

The employee shall comply, so far as is practicable, with the Workplace Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her Manager and / or Supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.

The employee is responsible for ensuring Council's WH&S Systems are implemented within their area of responsibility.

5. Key Accountabilities:

Primary duties and responsibilities include:

- 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.

6. Selection criteria

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.

We agree that this Position Description accurately reflects the role.

Employee Name: _____ Signature: _____ Date: _____
PRINT

Chief Executive Officer: _____ Signature: _____ Date: _____
PRINT