

Northern Peninsula Area Regional Council

POSITION DESCRIPTION

Position number	TBA	Date of last review	October 2023
Position Title	Customer Service Officer – Injinoo Office		
Award	<i>Queensland Local Government Industry (Stream A) Award – State 2017</i>		
Classification	Band 1 Level 1 – 2 (Dependant of Skills and Qualls)		
Division	Executive		
Section	Customer Service		
Location	NPA Region		
Employment Type	Permanent Fulltime		
Supervisor	Customer Service and Office Manager		
Direct Reports	Nil		

ORGANISATIONAL ENVIRONMENT

Our Vision - Where do we want to be in 5 years?

Build a sustainable, culturally vibrant and connected community

Our Mission - How will we achieve our Vision?

By growing indigenous and local opportunities, enhancing, preserving and protecting our unique physical environment and unique Cultural Heritage, prolonging and enriching the lives of our People, promoting unity and leading multi-generational change.

Our Values - What do we believe in?

1. Community Focused
2. Respect and support for environment, culture and our people
3. Transparency and accountability
4. Working with Stakeholders to plan and actively share responsibility for improving sustainable service provision for community
5. Providing a safe and healthy working environment

PRIMARY OBJECTIVE OF POSITION

The position is to provide quality high quality customer service when greeting clients in person or over the phone. And responsible for the reception area function, ensuring service is professionally maintained at all times.

CONDITIONS OF EMPLOYMENT

The conditions of employment for this position are in accordance with the *Northern Peninsula Area Regional Council Certified Agreement 2019*, the *Queensland Local Government Industry (Stream A) Award – State 2017*, Council's policies and procedures, Council's Code of Conduct and other legislative requirements.

WORK HEALTH AND SAFETY RESPONSIBILITIES

The employee shall comply, so far as is practicable, with:

- the *Work Health and Safety Act 2011* and associated Regulations and Codes of Practice
- Council's Workplace Health and Safety Policies and Procedures

- instructions given by their Manager 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.

KEY ACCOUNTABILITIES:

Duties and responsibilities include but are not limited to:

Reception

- As the face of the organisation be well presented and friendly in dealing with front counter enquiries
- Answering phone incoming calls, transferring calls
- Take electronic messages, notes and transferring phone calls to the right person
- Update the internal NPARC phone directory
- Collect and receive mail 3days a week (M/W/F), register and date stamp on the same day.
- Scan and file to all incoming mail to electronic record document management system (TRIM); and distribute as needed to departments and staff.
- Assist with enquiries from general public and/ or co-worker.
- Keep the reception area neat & tidy at the end of each day, and wipe down front counter and glass daily.
- Make electronic calendar meeting invites upon request on direction from the CEO or supervisor only.
- Maintain electronic Room booking systems.
- Provide Local Fare Scheme bookings to the public.
- Ensure there is back up when absent from reception desk (lunch roster system, applies).

General Duties

- Provide friendly and professional receptionist services to the Council Office
- Register, receiving and coordinate distribution of all mail to external offices.
- Maintain office equipment and report malfunction, follow up that work is completed.
- Report any repairs & maintenance issues to the properties and facilities team relating to your office.
- Ensure to risk manage your offices and keep them safe an accessible to the public for use.
- Undertake photocopying, collating, shredding, binding, etc
- Maintain filing system both electronics and physical; scanning, create files, updating forms and other documents into TRIM
- Assist to organise conference and meeting room bookings including setting up with stationery and equipment's and organising catering. Clean and tidy up after meetings
- Ensure office supplies are sufficient
- Prepare your timesheet weekly
- Assist with the purchasing function as required
- Perform other Office duties as required.

Selection criteria

1. Good written and verbal communication skills
2. Experience in customer service, with friendly 'willing to help' attitude
3. Organised and careful, with attention to detail
4. Ability to remain calm and deal with difficult customers
5. Proven ability to use MS Word, Excel, Outlook and an ability to become proficient in the use corporate IT Systems such as electronic record and document management system (TRIM)
6. High level of reliability, honesty & integrity
7. Ability to solve problems
8. Proven ability to work as a part of a team.

Desirable

1. Hold current drivers licence

2. Certificate in Business or equivalent

We agree that this Position Description accurately reflects the role.

Employee Name: _____ Signature: _____ Date: _____
(Print)

Manager Name: _____ Signature: _____ Date: _____
(Print)

CEO Name: _____ Signature: _____ Date: _____
(Print)