



Position Title:	Customer Services Officer	Position No:	CP11
Group:	Corporate Services	Service Area/Section:	Education and Employment Pathways
Classification Level:	AS03 A		
Reports to:	Education and Employment Pathways Manager	Direct Reports:	Nil
Special Measures:	<i>Designated Aboriginal and/or Torres Strait Islander applicants</i>		
Location:	Darwin	Date Approved:	November 2025

POSITION OVERVIEW

This position is responsible for Front Desk Reception duties and under the supervision of Manager Education and Employment Pathways. The Customer Services Officer is responsible for the provision of front desk administration services and general support for the NLC Darwin Head Office Reception Area.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Provide administrative support services for the effective functioning of the NLC Darwin Head Office reception area, including but not limited to the provision of general front desk duties such as responding to and referring telephone and face to face enquiries; recording and distributing incoming and outgoing correspondence and deliveries.
- Liaise effectively with a variety of stakeholders (including NLC constituents) Visitors and Contractors to NLC head Office reception area.
- Comply with NLC policy and procedures at both an organisational and operational level, ensuring that appropriate standards and operational protocols are maintained at all times.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Adhere to the NLC Code of Conduct and work in a manner which is professional, respectful, and collaborative to foster sound working relationships within your immediate team and the broader organisation.
- Actively participate in performance enhancement processes and learning and development requirements of your role.
- Ensure your personal health and safety and that of others by undertaking your duties and tasks in a safe manner and complying with NLC's WHS management system and associated policies and procedures.
- Report all hazards and incidents to your direct supervisor immediately and complete all incident reporting requirements within the timeframes specified;
- Any other duties as directed by the relevant Manager

POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Demonstrated experience in a similar role or an equivalent combination of training/education and experience.
- Practical experience in a front desk, administration or office environment.
- Good attention to detail and a demonstrated ability to work with a range of computer software products, in particular Microsoft Word and Outlook.
- The ability to confidently and respectfully communicate with people across the organisation as well as Traditional Owners (TOs), our constituents and members of the general public.
- The ability to organise and prioritize tasks as required.



- The ability to be punctual and have excellent attendance to work commitments.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an organisation and to build productive working relationships with work colleagues, constituents and external stakeholders.

DESIRABLE REQUIREMENTS

- Current C Class Drivers
- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- Knowledge and understanding of the relevant legislation affecting Aboriginal land and sea management including the Aboriginal Land Rights (Northern Territory) Act 1976 (Cth.) and the Native Title Act 1993 (Cth.)
- Tertiary qualification in a relevant field or relevant experience.

Our Land, Our Sea, Our Life