



Position Title:	Customer Service Officer	Position No:	R24
Group:	Regional Development	Service Area:	Regional Network Services
Reports to:	Regional Manager West Arnhem	Direct Reports:	Nil
Classification Level:	Administration Service Officer 3 - AS03		
Location:	Jabiru	Date Approved:	September 2026
Special Measures:	<i>No - Not Applicable</i>		

POSITION OVERVIEW

This position is located in Jabiru and under the supervision of the Senior Customer Service Officer. The Customer Service Officer is responsible for the provision of front desk services and general administrative support for the Jabiru regional office.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Provide administrative support services for the effective functioning of the Regional Office, 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; ordering office equipment and consumables; organising travel, accommodation and incidentals; providing logistical support as required.
- Liaise effectively with a variety of stakeholders (including NLC constituents) to provide basic procedural and/or referral advice regarding permit issues and commercial activities on Aboriginal Land.
- Assist with permit system requirements for the Office including: enquiries; receipt, processing and issuing of permits; maintaining delegates' register; and compliance and issues management in regards to permit matters.
- Maintain records management systems (including Content Manager/TRIM) to ensure that records are accurately recorded and assist others in the use of the administrative systems.
- Follow all NLC policies and procedures to make sure work is carried out to the right standards.
- Take on other reasonable tasks within your role, classification, service area, and skills when needed.
- Follow the NLC Code of Conduct, working in a professional, respectful, and collaborative way with your team and the wider organisation.
- Take part in performance reviews and any learning and development needed for your role.
- Look after your own health and safety and make sure your work does not put others at risk.
- Report any hazards or incidents to your supervisor straight away and complete any required reports on time.

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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
- Current C Class Drivers Licence and the ability and willingness to undertake remote travel in a manual 4WD vehicle or light aircraft.
- Sound cross-cultural communication skills and understanding of the relevant regional cultural norms.
- Ability to develop and maintain effective working relationships with Aboriginal and/or Torres Strait Islander people, communities and organisations to ensure all work undertaken is culturally safe and appropriate.
- Demonstrated ability to work effectively as part of a small team, follow directions, establish work priorities and meet deadlines.
- Basic ICT literacy and administration skills.
- Ability to implement and abide by set processes and procedures with a demonstrated ability to maintain confidentiality with sensitive information

DESIRABLE REQUIREMENTS

- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.