



| | | | |
|------------------------------|---|------------------------------|--|
| Job Title: | Customer Service Officer | Position No: | R44 |
| Department: | Regional Development | Service Area/Section: | Regional office network Katherine |
| Classification Level: | AS03 | | |
| Reports to: | Senior Customer Services Officer | Direct Reports: | Nil |

POSITION OVERVIEW

This position is located in Katherine 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 Katherine 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.
- Administer and reconcile petty cash and the collection of permit/royalty fees including banking and acquittals in accordance with NLC financial procedures.
- 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.
- 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

Our Land, Our Sea, Our Life



POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Tertiary qualification in a relevant field or relevant experience
- Demonstrated experience in a similar role or an equivalent combination of training/education and experience.
- Minimum of 2 years practical experience in a front desk 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 understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- 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.
- Current C Class Drivers

DESIRABLE REQUIREMENTS

- 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.)

Date Approved: September 2024