

Job Description

Agency	Department of Infrastructure, Planning and Logistics		Work unit	Southern Region
Job title	Customer Service Officer		Designation	Administrative Officer 3
Job type	Full time		Duration	Ongoing commencing 03/06/2024
Salary	\$64,773 - \$69,746		Location	Alice Springs
Position number	16852	RTF 292408	Closing	01/04/2024
Contact officer	Anne Twohig on 08 8951 9241 or anne.twohig@nt.gov.au			
About the agency	https://dipl.nt.gov.au			
Apply online	https://jobs.nt.gov.au/Home/JobDetails?rtfId=292408			

APPLICATIONS MUST INCLUDE A ONE-PAGE SUMMARY ABOUT YOU, A DETAILED RESUME AND COPIES OF YOUR TERTIARY QUALIFICATIONS.

Information for applicants – inclusion and diversity and Special Measures recruitment plans

The NTPS values diversity. The NTPS encourages people from all diversity groups to apply for vacancies and accommodates people with disability by making reasonable workplace adjustments. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer. For more information about applying for this position and the merit process, go to the [OCPE website](#).

Aboriginal applicants will be granted priority consideration for this vacancy. For more information on Special Measures plans, go to the [OCPE website](#).

Primary objective

Ensure that our clients' first contact with the Department is constructive, helpful and satisfying through the provision of accurate information, advice and referral services on a wide range of matters.

Key duties and responsibilities

1. As first point of contact with the Department, receive client enquiries by phone, email and in person and address/direct as appropriate.
2. Provide accurate information, advice and referral services to a diverse client base.
3. Facilitate authorised access to Agency building files and other land related data and records.
4. Ensure secure management of accountable documents, cash float and files.
5. Provide a range of office and administrative services and support to Southern Region staff.

Selection criteria

Essential

1. Demonstrated experience in the delivery of high-level customer service.
2. Well developed and courteous verbal, listening and written communication skills to interact effectively with a range of customers and staff in a friendly, courteous and professional manner.
3. Demonstrated ability to resolve conflict and provide outcomes for customers and staff from diverse cultural backgrounds.
4. Broad experience in using office automation software applications such as electronic mail, web browsers, and word processing and spreadsheet packages.
5. Reliable, punctual and self-motivated and ability to work with minimal supervision.
6. An understanding of Work Health and Safety matters as they apply to a workplace or the ability to acquire knowledge within a short period.

Desirable

1. Cash handling and balancing experience with an understanding of financial management practices in a customer service environment, including EFTPOS transactions via a Point of Sale (POS) system.
2. Experience in operating plan printers, photocopiers and other office equipment
3. Basic knowledge of building, planning, survey and land administration regulations and processes.

Further information

Applicants should familiarise themselves with the NTPS Capability and Leadership Framework (CLF) which applies to all NTPS employees. CLF 3 outlines the capabilities that are required for this vacancy. The CLF is available [here](#).

Approved: March 2024

Sarah Fairhead, Executive Director Southern Region