

BARKLY REGIONAL COUNCIL



Customer Service Officer – Tennant Creek (CSO005)

1. Position Objectives

As a Customer Service Officer – Tennant Creek, you will be responsible for delivering high-quality customer service to both internal and external stakeholders. This role plays a key part in creating a positive first impression for the Barkly Regional Council and contributes to the smooth operation of the Administration Centre. You will provide efficient and accurate secretarial, clerical, cashier, reception, records, and general administrative support. This includes backfilling other administrative roles as required to ensure consistent service delivery.

As the first point of contact for customers, you will handle routine inquiries, assist in maintaining accurate customer records, manage customer accounts, and respond to complaints in a professional and timely manner. You will also collaborate with various departments to support integrated service delivery and ensure clear and effective communication across the organisation.

2. Our Vision, Mission and Values

VISION

“We will strive to be innovative and sustainable Council that listens to our communities and empowers future generations of the Barkly”.

PURPOSE

“Our commitment is to serve and support our communities by delivering strong local leadership, purposeful advocacy, and impactful services”.

VALUES

I ntegrity:	Upholding honesty and transparency in everything we do.
D iversity:	Embracing and celebrating the unique identities, traditions, and strengths of every community.
E mpathy:	Understanding and valuing the needs and experiences of others.
A ccountability:	Taking ownership of our actions through commitment to BRC and our communities.
S ervice:	Dedicating ourselves to excellence, putting people first, and creating a positive impact.

3. Key Responsibilities

Customer Service

- Assist all customers with enquiries and transfer enquiries to other Council Staff as and when required.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.
- Accurately process payments by cash, cheques, and EFTPOS daily.
- Monitor and manage customer feedback to ensure all issues are addressed, resolved, and documented to a high standard, closing feedback loops effectively.

- Oversee the resolution of customer queries and complaints, ensuring timely, detailed, and high-quality outcomes that uphold strong customer service standards.
- Entering and updating Animal Registration records.

Administration

- Update communication registers on a daily basis.
- Support other Customer Service Officers in providing a high level of service to the public and internal customers in accordance with departmental and organisational objectives.
- Support all locations in the provision of customer services including Ali Curung, Ampilatwatja, Alpururulam, Elliott, and Wutunugurra.
- Carry out photocopying, scanning, and general office duties.
- Report any difficulties pertaining to the delivery of service to the Council Services Manager – Tennant Creek.
- Process incoming and outgoing mail daily.
- Follow Council's records management process, ensuring all items are correctly categorised and entered as records in line with the process.
- Support the Executive Assistant/and or Administration and Media Officer as and when required.
- Manage Outlook calendars and meeting coordination, including scheduling appointments, issuing meeting invitations, monitoring responses, and proactively resolving scheduling conflicts.
- Assist in administrative functions for meetings and events, including catering.
- Ensure adequate supplies of stationary consumables and maintain the stationary register.
- Ensure the reception area is maintained in a clean and tidy condition.

Other

- You will be required to perform your duties in Tennant Creek or elsewhere within the Barkly Regional Council authority area as reasonably directed by Council.
- Ensure that the highest professional standards and Barkly Regional Council values are always upheld.
- Demonstrate commitment and enthusiasm to promote the principle of Diversity, Equity, Inclusion, and Belonging (DEIB) in employment and service delivery.
- Work safely and promote a safe working environment in accordance with Work Health Safety (WHS) legislation and Barkly Regional Council's policies and procedures.
- The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Barkly Regional Council. The position holder will be expected to undertake other duties as appropriate to the position classification and as requested by his/her/their manager.

4. Key Accountabilities

- Perform all work competently and efficiently and promote a positive image of the council to the public.
- Deal with difficult customer situations in a calm and professional manner.
- Maintain a constant drive towards service improvement.
- Maintain strict confidentiality in all dealings.

- Always promote the Barkly Regional Council as a customer-focused organisation by ensuring that all visitors and customers are dealt with efficiently, courteously, and in accordance with the Council's Customer Services Charter.
- Partake in the efficient and effective day to day running of the council's Customer Service Counter.
- Demonstrates and actively promotes Council's values in all interactions and decision-making.
- Contribute to the effective implementation and achievement of the objectives outlined in the Regional Plan.

5. Organisational Relationship

Position Title:	Customer Service Officer – Tennant Creek (CSO005)
Reports to:	Council Services Manager – Tennant Creek (CSM005)
Department:	Operational Services
Supervises:	N/A
Internal Liaison:	Chief Executive Officer Chief Operating Officer Regional Manager Operations Relief Council Services Manager Council Services Manager – Tennant Creek Other Customer Services Officers Other Administration Officers Other Council Staff
External Liaison:	Governments and Non-Government Departments, Organisations and Representatives Rate Payers, Residents, and Visitors

6. Knowledge and Skills

Organisational:

- Knowledge and understanding of Aboriginal Culture.
- Excellent time management and organisational skills.
- The ability to work within a team environment whilst also producing results working independently.
- Ability to manage multiple tasks effectively with a degree of flexibility within a changing work environment.

Interpersonal:

- A willingness to work in a remote and sometimes demanding environment.
- Demonstrated ability to work within tight timeframes and regularly monitor deliverables.
- Ability to successfully interact with people at all levels.

Change Management:

- Ability to recognise issues and use initiative to identify and discuss proposed solutions.

- Ability to promptly respond to changed circumstances and make sound decisions to ensure the ongoing efficient and effective delivery of key deliverables within the role in the best interests of the Barkly Regional Council.
- Ensure compliance with and adherence to all legislative requirements and best practices at all times.

Commitment, Attitude, and Application to Duties:

- Provide courteous and prompt attention to requests for information.
- Demonstration of a positive and proactive attitude with strong initiative.
- Promote Barkly Regional Council in a positive manner at all times.
- Promote and encourage continuous quality improvement strategies for the delivery of accurate and timely documentation.
- Take responsible care to ensure one's own safety at work and that of other staff within the workplace.

7. Wages and Allowances

Classification:	Level 4 Pay Point 1 <i>Barkly Regional Council Enterprise Agreement 2024</i>
Status:	Full-Time Permanent (38 hours per week)
Annual Salary:	\$67,918.20 per annum (\$2,612.24 per fortnight)
SCG:	12%
Roster:	The supervisor will set a five-day roster that equals 38 hours per week, within the span of ordinary hours of work, currently 6:00 am to 6:00 pm, Monday to Friday.

8. Essential Criteria – Qualifications, Skills, and Experience

1. Previous customer service and administration experience.
2. Demonstrated experience implementing organisational policies and procedures, managing document control functions, and proactively resolving issues to streamline processes and support operational efficiency.
3. Strong written and verbal communication skills.
4. Demonstrated experience engaging effectively with people from diverse cultural backgrounds, particularly individuals for whom English is not a first language.
5. Well-developed computer skills, in particular MS Office.

6. Desirable Criteria – Qualifications, Skills, and Experience

1. Knowledge of the Barkly region, including cultural awareness and the ability to engage respectfully with Aboriginal communities.
2. Previous experience working in Local Government.

7. Compliance, Training and Development

Mandatory

- National Criminal History Check

Desirable

- Corporate Induction
- Site Induction

- Working with Children Clearance
(Ochre Card – Northern Territory)
- Work Health and Safety (WHS)
Induction
- Driver's Licence
- Certificate IV in Customer Contact

8. Certification

The details contained in this document are an accurate statement of the responsibilities, accountabilities, and other requirements of the position.



 Peter Harder
Chief Executive Officer

15 / 12 / 2025

 Date

9. Acceptance

I, _____ have read and understood the requirements of this position and hereby agree to the responsibilities as outlined above.

 Signature

____ / ____ / ____

 Date