

COOMALIE COMMUNITY GOVERNMENT COUNCIL

Position Description



Position Title	Community Postal Officer	
Department	Corporate Services	
Direct Report	Corporate Services Manager	
Level	Grade 3	Temporary Contract
Location	Batchelor, Northern Territory	

About the Role

The Community Postal Officer provides high-quality customer service, operational support, and efficient handling of postal products and services. This role is responsible for assisting customers with mail and parcels services while ensuring compliance with Australia Post and Coomalie Community Government Council policies, procedures, and standards.

What You'll Do

- Deliver exceptional customer service by greeting, assisting, and serving customers across postal and retail services.
- Process transactions including postage services.
- Adhering to security and compliance requirements.
- Maintain knowledge of policies, procedures, and standards.
- Assist in the receipt, sorting, preparation, and dispatch of mail and parcels.
- Ensure compliance with workplace health and safety requirements at all times.
- Operate and maintain systems and relevant technology.
- Manage customer enquiries, complaints, and escalations in a professional manner.
- Contribute to maintaining a clean, safe, and efficient work environment.
- Oblige to confidentiality requirements.

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✓ What You'll Need- Essential Selection Criteria

- Strong customer service and communication skills.
- Accuracy and attention to detail in processing transactions.
- Ability to work autonomously in a dynamic environment.
- Reliability, punctuality, and a commitment to high standards of service.
- Problem-solving abilities, with initiative to resolve routine issues.
- Flexibility to work across shifts, weekends, and peak periods if required.
- Physical ability to safely lift and handle parcels up to required weight limits.
- Ochre Card (Working With Children Clearance – NT)
- Previous experience in retail, customer service, or postal operations is desirable.
- Accuracy in processing transactions and adherence to procedures.
- Basic computer literacy and ability to learn new systems quickly.
- Impeccable organisational skills

♥ Why Join Us?

- Supportive, community-focused workplace
- Ongoing training and development opportunities
- Play a key role in keeping your community safe and active
- Live and work surrounded by the natural beauty of the Coomalie region