
Position Description

Job Title	Customer Service Officer - Post Office
Organisational Context	Aurukun Shire Council is an Indigenous community of about 1200 people. Council provides a variety of services to the community that include provision of education, health, police and welfare services; operation of airport, postal and bank agencies; development and maintenance of roads and housing. Funding is received through both State and Federal governments.
Department	Corporate Services
Award & Classification Level	Queensland Local Government Industry Award – State 2014 S1 Clerical Group – Level 2 Wage level 4.2
Location	Aurukun
Reports to	The Administration Manager
Position Scope	This position has significant direct contact with internal staff and visitors to Aurukun
Employees Supervised	Nil
Job Role & Key Objective/s	To provide assistance to the Office Manager to ensure that the Post Office runs effectively and efficiently
Qualifications, Experience & Personal Attributes	<ul style="list-style-type: none"> • Strong interpersonal and communication skills with friendly and helpful disposition • Numeracy, literacy and organisational skills • Attention to detail • Problem solving skills and the ability to use initiative • Capacity to demonstrate a high level of commitment to interact positively in a remote Aboriginal community • Have appropriate training and security clearances (where required) to be able to work in the Post Office

<p>Duties & Responsibilities</p>	<ul style="list-style-type: none"> • Provide customer service and respond to front counter requests • Assist with the processing of bulk mail and parcels in line with road and air deliveries • End of day cash reconciliations are completed accurately • Ensure agency operates in accordance with Council's legislative requirements • Process money orders and reconcile to Australia Post • Process COD Parcels and reconciliation to Australia Post • Order Post Office stationery as required. • Assist with Skytrans Bookings • Mail sorting and return in accordance with Australia Post Policy
<p>Key Performance Indicators</p>	<p>Key Performance Measures</p>
<ul style="list-style-type: none"> • Friendliness, Helpfulness and Co-operation • Reliability & Timeliness • Adherence to Council's policies, procedures 	<ul style="list-style-type: none"> • No substantiated complaints • Positive feedback to Manager from others • Contribution to business service development through the delivery of positive and effective customer service • Reinforcement of positive customer service delivery to all members of the team • Punctual attendance on a daily basis • No absences from work outside of Award & Contract provisions • Answering telephone within three rings • Completing at least 90% of work within nominated timeframes • No breaches of Council's policies and procedures • No breaches of National Standards • At least one improvement suggestion proposed to Office Manager and implemented • Maintaining a clean and tidy workplace

I, _____ acknowledge and agree to the above position description.

Employee's Signature _____

Date _____

This position description was last reviewed November 2014