

Position Description

	Customer Service Officer / Bank@Post
Organisational Context	Aurukun Shire Council is an Indigenous community of approximately 1450 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 (Stream A) Award – State 2017 Division 2, Section 1- Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services – Level 3.
Location	Aurukun
Reports to	Business Manager
Position Scope	This position has significant direct contact with the local community, internal staff and visitors to Aurukun providing Australia Postal Office Services plus Bank Agency services via Australia Post.
Employees Supervised	Nil
Job Role & Key Objective/s	<p>Provide assistance to the Business Manager and colleagues to ensure that the Councils business operations and customer service functions operate effectively and efficiently.</p> <p>The role provides a high standard of customer service to the community in banking, post office services, airline ticketing, producing photo ID cards, and general enquires.</p>
Qualifications, Experience & Personal Attributes	<ul style="list-style-type: none"> • Previous experience in a banking agency position is an advantage. • Experience delivering a high standard of customer service. • Strong interpersonal and communication skills. • Numeracy, literacy and organizational skills. • Cash handling experience. • Attention to detail. • Problem solving skills and the ability to use initiative. • Experience working in a Bank Agency or Post Office highly regarded. • Ability to obtain the appropriate security clearances. • Willingness to undertake training in procedures where necessary. • Capacity to demonstrate a high level of commitment to interact positively in a remote First Nations community.

Duties & Responsibilities	<ul style="list-style-type: none"> • Manage Council’s Bank@Post facility on a daily basis with Australia Post and required reconciliations. • Provide a high standard of customer service in banking, post office services, airline ticketing, producing photo ID cards, and general enquires. • Promptly and accurately process customer transactions. • Accurately complete end of day cash, money order and other required reconciliations and report any discrepancies. • Ensure bulk mail, parcels and mail are processed in accordance with Council procedures. • Monitor stationery stock levels and ensure stationery is ordered in a timely manner. • Ensure confidentiality is maintained at all times. • Successfully complete all training required to perform the role and to fulfil regulatory obligations. • Attend to reception as required, including answering the phone, front counter enquiries, ID cards and basic administration. • Any other duties as directed by the Business Manager
Key Performance Indicators	<ul style="list-style-type: none"> • Provided customer service in a timely and professional manner. • Demonstrated excellent communication skills including strong conflict resolution and cultural sensitivity. • Transactions completed accurately and correctly including: <ul style="list-style-type: none"> ○ bulk mail, parcels and mail. ○ money orders ○ bank accounts, withdrawals and deposits. ○ airline bookings. ○ cash handling. ○ producing photo ID cards. • Followed safe work procedures. • Attend all training and meetings as directed. • Maintained a clean and tidy workplace. • Complied with Bank and Post Office policy and procedures.

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

Employee’s Signature: _____ Date: _____