

Position Vacant

Job Title:	Administration Supervisor
Work type:	Permanent full-time position
Department:	Corporate Services
Pay range:	\$90,000 – \$95,000 per annum including allowances, dependant on experience

About the Organisation

Aurukun Shire Council (ASC) is an Indigenous community with a population of around 1400 people. Council provides a variety of services to the community that include provision of education, health, community, and welfare services; operation of airport, postal agencies; development and maintenance of roads and housing. Funding is received through both State and Federal governments.

About the Role

The Senior Administration & Customer Service Officer provides senior administrative, customer service and operational support to the Business Services team and assists with the effective day-to-day coordination of Council's Business Services functions. The Senior Administration & Customer Service Officer is expected to operate with a high level of initiative, confidentiality, accountability and customer focus while ensuring administrative and customer service functions are delivered efficiently and in accordance with Council requirements.

The position is responsible for supervising administration and customer service staff and for maintaining effective front counter, telephone, customer enquiry and general administrative services.

The role acts as Council's first point of contact for customers, ensuring enquiries are accurately recorded, referred to the appropriate Department and followed up as required.

The position also directly manages Council's Skytrans flight booking services and Queensland Department of Transport and Main Roads Local Fare Scheme operations, including customer eligibility, registry management, compliance, reporting and liaison with relevant external agencies.

Key Accountabilities

Senior administration and Business Services support

- Assist the Business Services Manager with coordination of day-to-day Business Services priorities, activities and follow-up actions.
- Prepare correspondence, reports, briefing notes, spreadsheets, registers and other documentation as required.
- Maintain Business Services administrative registers, schedules, action lists and operational information.
- Maintain strict confidentiality when handling Council, employee, customer and commercially sensitive information.

Customer Service Management

- Promote culturally appropriate customer service when dealing with Aurukun residents, Traditional Owners, visitors, contractors and external agencies.
- Coordinate and oversee Council's day-to-day customer service function.
- Support appropriate reception coverage and continuity of customer service during staff absences.

- Ensure customer enquiries are assessed, recorded and referred to the appropriate department or responsible officer.
- Establish, maintain and manage a Customer Service Enquiry Register for Council customer enquiries.
- Manage Council's Skytrans flight booking service and associated administrative functions ensuring transactions and supporting documentation are processed accurately.
- Manage Council's administration and customer enquiries about the Queensland Department of Transport and Main Roads Local Fare Scheme and Local Fare Scheme resident registry.

Financial and Procurement Administration

- Assist with purchase requisitions, purchase orders, invoices and supporting documentation for Business Services activities, ensuring financial and procurement documentation is complete and submitted in a timely manner.
- Assist with cash-handling administration and reconciliation processes where authorised.
- Complete receipting activities for the Finance team daily.

Employee Supervision and Leadership

- Provide day-to-day supervision and leadership to Administration and Customer Service staff.
- Coordinate work allocation, workloads, priorities and service coverage.
- Develop a high level of morale and harmony within the Aurukun based team.

Selection Criteria

Essential

- Demonstrated experience in senior administration, customer service, office coordination or a similar role.
- Demonstrated experience supervising or coordinating staff.
- Strong customer service, organisational and time-management skills with the ability to manage competing priorities.
- Strong interpersonal communication skills and ability to clearly communicate in written and verbal form.
- Ability to work collaboratively with managers, employees, customers, government agencies and external organisations.
- Experience with purchasing, purchase orders, invoicing or financial administration.
- Ability to prepare professional correspondence, reports, spreadsheets and administrative documentation.
- Ability to establish and maintain processes, registers, tracking systems and follow-up.
- Sound computer skills, including Microsoft Office and electronic business systems.
- Ability to manage customer databases, registers and administrative systems accurately.
- Ability to handle confidential and sensitive information appropriately and in accordance with the Privacy Act 1998.
- Ability to work independently while operating according to Council policy, procedures, delegations and management direction.
- Ability to identify issues, resolve routine problems and escalate significant matters appropriately.

- Knowledge and understanding of First Nations (Aboriginal and Torres Strait Islander) cultures, and a demonstrated ability to communicate effectively and sensitively.
- Current Driver's Licence.

Desirable

- Previous local government experience.
- Experience with airline or travel booking systems.
- Experience administering government subsidy, concession or eligibility programs.
- Experience with customer service registers, complaint tracking or enquiry management systems.
- Previous experience living and working in a remote Indigenous community.

Benefits

Joining ASC means becoming part of an organisation with strong cultural values with a focus on providing exceptional services to, and for, the community.

You will be offered;

- A salary of \$90-95,000 per annum including allowances plus superannuation
- Access to our Employee Assistance Program (EAP)

For applicants recruited from outside of the Shire:

- Subsidised accommodation provided
- 5 weeks annual leave, 8 Days Isolation Leave per year
- Relocation expenses of up to \$4000 in accordance with Council policy

How to apply

To apply, email a copy of your current resume and cover letter addressing the selection criteria to hrmanager@aurukun.qld.gov.au

Applications close 4pm Friday 18 September 2026

Shortlisting for this position will begin immediately and Council reserves the right to fill the role prior to the nominated closing date. Only shortlisted applicants will be contacted. Appointment to this position is subject to a satisfactory National Police Check and pre-employment medical assessment.

For further information or a copy of the position description contact the People, Culture and Safety Manager by emailing hrmanager@aurukun.qld.gov.au