

Our organisation values Courage, Accountability, Safety, Teamwork, and Honesty in all we do

POSITION DESCRIPTION

Position title:	Customer Service Officer
Position Number:	215
Department and Section:	Corporate & Community - Community, Culture and Libraries
Band/Level:	Local Government (State) Award: Band 1 Level 3 Grade 5 Step 1 \$1,121.45 to Step 5 \$1,286.40, depending on qualifications and experience.
Reports to:	Manager Community, Culture and Libraries
Direct reports:	Nil
Indirect reports:	Nil
Basis of Employment:	Permanent, Full time, 35 hours per week
Location:	Moree
Additional Benefits:	Superannuation Guarantee Ability to Salary Sacrifice PPE Provided or Uniform Allowance Rostered Day Off Every 3 weeks

OBLIGATIONS TO THE ORGANISATION

Moree Plains Shire is a strong, robust community that provides a relaxed, healthy, and harmonious lifestyle with an economy that supports the local region and preserves the important environmental qualities of our area. Moree Plains Shire Council are committed to playing our role to help build the community we want for our future and leading the way in fostering a healthy, positive, and well-resourced community.



POSITION OBJECTIVE

- Deliver high-quality customer service that is responsive to the needs of the community and fosters positive, culturally appropriate interactions.
- Contribute as an active member of the Community, Culture and Libraries team, collaborating to achieve shared outcomes.
- Provide efficient secretarial and administrative support to the Dhiyaan section, ensuring smooth day-to-day operations and effective service delivery.
- Support the delivery of projects and programs by engaging respectfully with Aboriginal communities and stakeholders, ensuring cultural appropriateness and inclusivity.
- Undertake research and information gathering to strengthen project design, implementation, and evaluation.
- Promote Dhiyaan projects, services, and initiatives to clients and the wider community, enhancing awareness and participation.

ABOUT YOU

You are passionate about cultural services and committed to delivering respectful, community-centred outcomes. With strong customer service skills, you can confidently engage with clients in a professional, prompt and courteous manner, ensuring every interaction reflects cultural awareness and inclusivity.

Highly organised and detail-oriented, you bring proficiency in following administrative processes, maintaining confidentiality, and ensuring accuracy in all tasks. You thrive in a collaborative team environment, contributing to a positive, supportive and cohesive workplace.

Your calm and composed approach allows you to effectively manage challenging situations, including conflict resolution, while sustaining strong internal and external relationships. Above all, you are motivated to support the important role the Dhiyaan Aboriginal Centre plays in preserving and promoting cultural knowledge within the community.

KEY DUTIES AND RESPONSIBILITIES

Shall include but not be limited to:

- Ensure all resources within the Centre are safeguarded and maintained in a way that demonstrates respect for Aboriginal history, culture and heritage.
- Promote the Dhiyaan Aboriginal Centre and its special events to enhance community awareness and participation.
- Deliver friendly, professional and culturally appropriate customer service to all visitors and stakeholders.
- Ensure the Centre is open and accessible to the public during advertised hours.
- Assist the Collections Development Officer in responding to public enquiries relating to Aboriginal history, culture, language, and family research.
- Actively encourage and support Aboriginal families across the Shire to participate in Dhiyaan Aboriginal Centre programs and activities.
- Liaise with, and ensure the involvement of, local Elders in Centre activities and special events.
- Support public access to Centre resources and coordinate administrative requirements for room hire bookings.
- Maintain the Centre's presentation to a high standard, ensuring it is suitable for education sessions, meetings, school visits, and community gatherings, with particular emphasis on Aboriginal cultural engagement.
- Undertake other duties as directed by the Manager Community, Culture and Libraries, within the scope of skills and competencies.
- Adhere to Council's Code of Conduct, Work Health and Safety, and Equal Employment Opportunity policies and procedures, including accurate recordkeeping and reporting.

ESSENTIAL CRITERIA

- Certificate III in Business Administration (or equivalent qualification and/or experience).
- Demonstrated experience working with Aboriginal people, families, and communities, with a strong commitment to respecting Indigenous culture and actively promoting cultural values within the community.
- Relevant work experience across the following areas:
 - provision of secretarial and administrative support;
 - preparation of correspondence and reports;
 - frontline customer service delivery;
 - application of recordkeeping systems and procedures.
- Highly developed interpersonal and communication skills, with the ability to build rapport and engage effectively with people at all levels.
- Proven ability to manage conflict situations in a calm, constructive and professional manner.

Literacy, Numeracy, and Record Keeping:

- Demonstrated numeracy, written and verbal communication skills including the ability to communicate effectively with customers, colleagues and key stakeholders.

Technical Skills:

- Proficient in Microsoft Office Word, Excel, Access, Publisher, and PowerPoint packages, including the ability to develop and use catalogues, databases, spreadsheets, presentations and support the digitisation of documents held by the centre.

Work History Checks:

- NSW working with children check clearance.
- Criminal History Check clearance.

Tickets and Licences:

- Current NSW Class C Drivers Licence.

COMMON CRITERIA

- Demonstrated commitment to reconciliation, and to working constructively and respectfully with Aboriginal and Torres Strait Islander individuals and communities.
- Demonstrated commitment to inclusive work practices and respect for all people.
- Must be willing to commit to further training and development as required.
- Have a Unique Student Identifier code prior to commencement.
- Ability to complete Moree Plains Shire Council's Workplace Health and Safety modules online prior to commencement.
- Complete pre-employment health screening and provide evidence of relevant immunisations.
- Ability to provide evidence of working rights in Australia.
- Successful completion of all induction and probationary reviews within 3 months of commencement.
- Employees may be required to participate in the on-call roster, weekend work, reasonable overtime, and disaster and emergency situations when required.
- All staff must comply with NSW Office of Children's Guardian child safe standards.

DESIRABLE CRITERIA

- Certificate IV in Business Administration or equivalent.
- First Aid Certificate.
- General Construction and Induction card.
- Identify as Aboriginal.

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Moree Plains Shire Council's policies and procedures. I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: