

POSITION DESCRIPTION

Position Title:	Post and Administration Officer
Reporting to:	Administration Coordinator
Status:	Permanent, Full Time
Salary:	Level 4
Award Conditions:	Local Government Industry Award 2020
Location:	Various

POSITION STATEMENT

This position is responsible for providing post office services to the community, and quality customer service and administration support, at West Arnhem Regional Council.

ACCOUNTABILITIES & RESPONSIBILITIES

Primary Tasks

- In collaboration with the Administration Coordinator, ensure that high quality and efficient services are provided to Post Office and West Arnhem Regional Council customers.
- Ensure post office services are delivered in accordance with the West Arnhem Regional Council and Australia Post service agreement, including but not limited to:-
 - collecting mail from and transporting mail to the Maningrida airport in accordance with postal security requirements
 - sorting incoming and outgoing mail
 - completing appropriate postal-related documentation such as changes of address, theft or loss of mail and special services such as registered or priority mail
 - processing money orders, receipting monies, operating the EFTPOS system, recording and balancing daily transactions and ensuring security processes
 - selling and collecting payment for postage products such as stamps, prepaid mail envelopes and money orders
 - obtaining signatures from recipients of registered or special delivery mail
 - weighing letters and parcels, computing mailing costs based on type, weight and destination, and affix correct postage
 - posting announcements or other approved information on public bulletin boards.
- Identify areas of improvement and develop these to increase revenue, efficiencies and service levels.
- Receive notifications for repairs and maintenance of Council assets from tenants, guests and members of the community ensuring all relevant information is gathered, and refer to appropriate staff for action.
- Assist Council guests to check in and out of Council-provided accommodation.



	<ul style="list-style-type: none"> • Deal directly and promptly with customers in person and on the telephone in a courteous manner. • Assisting with general administrative work as requested
Teamwork	<ul style="list-style-type: none"> • Communicate effectively to foster positive relationships at all levels across the community, stakeholders and West Arnhem Regional Council staff. • Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.
Policies and Procedures	<ul style="list-style-type: none"> • Comply with all West Arnhem Regional Council Policies and Procedures.
Work Health and Safety	<ul style="list-style-type: none"> • In accordance with work health and safety legislation: <ul style="list-style-type: none"> ○ ensure you work safely, the way you work does not cause harm to others and you use measures within your control that prevent injuries or illnesses, and ○ within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures. • Actively participate in safety improvement activities.
General Responsibilities	<ul style="list-style-type: none"> • Comply with the West Arnhem Regional Council 'Code of Conduct' and all other policies and procedures adopted by the West Arnhem Regional Council as varied from time to time. • Other duties commensurate with skills and experience as requested by the Administration Coordinator.

SELECTION CRITERIA

Essential	<ol style="list-style-type: none"> 1. Well-developed interpersonal and customer service skills, including a friendly and welcoming manner and the ability to remain calm under pressure. 2. Good knowledge and experience in office administration. 3. Well-developed written and verbal communications skills to communicate effectively to people across a diverse audience. 4. Good skills in the use of Microsoft Office, in particular Outlook, Word and Excel, and the ability to learn new systems as required. 5. Good organisational skills, attention to detail, coupled with proven ability to complete tasks within required timeframes. 6. Experience working with cash and balancing monies. 7. Ability to work independently under general guidance and as a member of a team. 8. Ability to be discreet, maintain confidentiality and discern sensitive issues. 9. Ability to communicate sensitively and effectively with Aboriginal people. 10. Good understanding of work health and safety in the workplace. 11. Current Northern Territory Driver's Licence. 12. National Criminal History Check clearance. 13. Current Working with Children/Ochre Card.
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Desirable	<ol style="list-style-type: none"> 1. Previous postal experience 2. Administration/office management qualifications/certificates. 3. Experience with document handling or records management. 4. Strong understanding and appreciation of Indigenous culture and living and working in small remote aboriginal communities. 5. Retail experience.
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YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

Freedom to act is governed by broad goals, policies, legislation and budgets with periodical reviews to ensure achievement of goals.

Decisions and actions have an effect on the operational unit and the wider organisation.

When developing policy options and strategic plans, freedom to act is determined by the Chief Operating Officer.

The advice provided is relied upon for guidance and justification for adopting particular policies and procedures, where the impact may be substantial.

Reports to	Administration Coordinator
Internal	Administration Staff Councillors All Staff
External	Australia Post representatives Government and non-government representatives Council suppliers and local businesses Community Members

