

KATHERINE TOWN COUNCIL – POSITION DESCRIPTION



1. POSITION			
POSITION TITLE:	Community Relations Officer	REPORTS TO:	Manager Community Relations
POSITION LEVEL:	Level 3	FINANCIAL DELEGATION	N/A
DEPARTMENT:	Community Relations	BUSINESS UNIT:	Community Relations
REVIEWED BY:	People and Culture	REVIEW DATE:	
APPROVAL DATE:		APPROVED BY:	CEO
2. POSITION CONTEXT			
This position provides customer service at either the Visitor Information Centre or the Katherine Public Library and will be provided to work at either of those locations or the Civic Centre depending on demand.			
3. POSITION'S KEY RESPONSIBILITIES			
<ol style="list-style-type: none"> 1. To provide consistent high quality customer service including selling and upselling products. 2. Operate relevant software systems. 3. Maintain stock and inventory, ensure site is clean, tidy and visually appealing. 4. Communicate professionally with relevant stakeholders, operators and members of the public via various forms including phone, in person and electronically. 5. Receive and balance financial transactions as required and in accordance with Council procedures. 6. Assist the site supervisor in general duties as requested, including providing information and accurate advice to patrons. 7. Understand and become familiar with resources, information and services at all sites and be able to communicate that information effectively to members of the public, patrons and staff. 8. Work collaboratively as a team, communicate respectfully with team members. 9. Ensure compliance with work health and safety requirements, comply with workplace procedures and participate in activities related to work health and safety. 10. Ensure compliance with Council policies and procedures. 11. Other reasonable duties at level as advised by the site supervisor. 			
4. ORGANISATIONAL RESPONSIBILITIES			
<ol style="list-style-type: none"> 1. Work in accordance with Council's Vision and Mission statement. 2. Provide excellent customer service through incoming telephone calls, email and front counter enquiries 			
5. SELECTION CRITERIA			
Essential	<ul style="list-style-type: none"> • Sound written and verbal communication skills. • Good interpersonal skills with the ability to relate to a wide variety of people. • Sound computer skills • Ability to work as part of a team as well as unsupervised. • Ability to work weekends. • Demonstrated customer service skills • Demonstrated ability to learn and use various computer applications. 		
6. ACKNOWLEDGMENTS			
Employee:		Date:	
Manager/HR:		Date:	