

Position Title	Customer Services Officer - Liquor Bond
Position Number	1063 1064 1065, 2008 (Casuals)
Division	SERVICES
Branch	Liquor Bond
Special Requirement	Ability to work outside normal working hours (i.e. weekends, public holidays , after hours)
Salary Level	Level 3
Reports to	Manager/Team Leader Liquor Bond

Position Objectives

To provide Liquor Bond customers with both efficient and effective professional customer service by undertaking a variety of activities including retail sales, processing of financial payments, managing/restocking liquor stocks and displays.

Key Accountabilities

- Provide an outstanding customer service experience to Liquor Bond clients, including information and advice on product ranges
- Maintenance of product ranges on display and in the warehouse
- Follow opening and closing procedures.
- Process financial transactions and reconcile financial transactions on a daily basis
- Complete a daily reconciliation of sales, banking and ongoing audits of individual float
- Assist in maintaining the presentation of the store and warehouse.
- Discuss and record customer requests for unstocked products and advise Manager/Team Leader - Liquor Bond accordingly.
- Advise customers in regard to limits and import criteria to other ports ex Norfolk Island
- Assist with stocktaking as required including rolling stocktakes and the end of financial year stocktake
- Conduct responsible consumer tastings as required across all categories.
- Frequent heavy and repetitive lifting required (NB. As a guide a typical beer carton weight is 23kg).
- Supervision of casual staff on behalf of the Manager/Team Leader - Liquor Bond when required (Only applicable for full-time and part-time position).
- Provide support to Liquor Bond Manager/Team Leader Liquor bond

Competencies

- Demonstrated experience in retail customer service

<ul style="list-style-type: none"> • Understanding and ability to work towards sales targets • Solid communication skills i.e. particularly sales related (face to face, telephone based and written) • Demonstrated experience in handling of cash and EFTPOS transactions. • Ability to accurately receive and display new stock arrivals in retail using category management principles. • Proficient level of computer literacy including effective use of Microsoft Office programs including Word, Excel and Outlook. • A demonstrated understanding of and work-related experience in work, health and safety principles and practices • A demonstrated understanding of and work related experience in Equal Employment Opportunity and working within guidelines and a Code of Conduct • Proven ability to work effectively as an individual and/or as part of a team • An overall willingness to learn and a general interest in the Liquor industry 	
Qualifications	
<ul style="list-style-type: none"> • 2 years' experience in retail sales, hospitality or liquor industry or similar • Responsible Service of Alcohol Certificate or ability to obtain 	
Acknowledgement	
<p>This position description and associated information is not to be considered as a comprehensive, complete and /or exhaustive list of responsibilities and accountabilities, it is indicative of the position only. The position incumbent must be aware that their role and position are dynamic. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at Norfolk Island Regional Council. People and positions develop over time and this position description is intended to facilitate this, as a living document, where your active involvement is a critical element. It is highlighted that this position is a member of a team. As such the incumbent is expected to learn the roles and duties of others in the team and to help other team members when required, to guarantee quality outcomes.</p>	
Date Authorised	August 2024