

## **Positions Vacant**

### **Casual Pool: Customer Service Officer- Liquor Bond**

Norfolk Island Regional Council is seeking applications from enthusiastic, suitable persons and members of Norfolk Island Community to join NIRC's Liquor Bond Section as Casual Customer Service Officers. Reporting to the Manager Liquor Bond, this role will 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. The shifts for this role will be spread across 7-day trading of the Liquor Bond.

This role will be based at Norfolk Island.

The relevant Position Description for the position listing and the full set of key accountabilities and competencies are available from our website - Employment link:

<https://www.nirc.gov.au/working-council>

**Customer Service Officer (Casual Pool) – Level 3.1 \$28.47 per hour + 25% casual loading**

**Additional Benefits: 12% superannuation + other entitlements in accordance with NIRC's Certified Agreement 2023**

**General Duties: (Copy of full duties – Position Description can be obtained from the link)**

- 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 and report on financial transactions daily.
- 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 regarding limits and import criteria to other ports ex Norfolk Island
- 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.).
- Provide support to Manager Liquor bond.

#### **Qualifications:**

- 2 years' experience in retail sales, hospitality or liquor industry or similar
- Responsible Service of Alcohol Certificate or ability to obtain

**Enquiry Contact Officer: Kerry Walsh - phone +6723 22106 or email [kerry.walsh@nirc.gov.nf](mailto:kerry.walsh@nirc.gov.nf)**

General enquiries may be made to Human Resources Office, [hr@nirc.gov.nf](mailto:hr@nirc.gov.nf) or phone Joshlyn Prasad on Australian Number (+61) 07 3000 2192.

This recruitment is urgent. Interviews will commence to suitable candidates and possible job offer will be considered with successful candidates prior to closing period of the recruitment ad.

Appointments will be made on merit in compliance with the principles of Equal Employment Opportunity (EEO).

All applications are to be lodged by **email** to [hr@nirc.gov.nf](mailto:hr@nirc.gov.nf) with enclosed resume together with recent referees **no later than, Monday, 23 September 2024.**

Job ad closes Monday, 23 September 2024.

Philip Reid  
Acting General Manager