

## **Positions Vacant**

### **Customer Service Officer- Customer Care**

### **(10-Months Maternity Cover)**

Norfolk Island Regional Council is seeking applications from enthusiastic, suitable persons and members of Norfolk Island Community to join NIRC's Customer Care division as Customer Service Officer for a 10-months maternity cover position. The Customer Care team are the face of the Council. Customer Care officers provide efficient and professional customer service to both internal and external customers. The role is varied and includes responding to enquiries, sales, processing of payments, licensing and registration, telecommunications support, and many other administrative tasks. Customer Care officers also provide support for other service areas in the Customer Service and Community division including Registry, Records, and the Public Library. This position will be reporting to Manager Customer Care.

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 – Customer Care (10-Months Maternity Cover) – Level 5.1 \$32.54 per hour**  
**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 services to internal and external customers by:**

- Provide timely customer service to the Councils external and internal customers in accordance with the organisations policies, procedures, and legislation requirements (where applicable).
- Accurately record detailed information, transactions, records, registrations, licences and service requests into the Councils electronic systems.
- Respond to and resolve internal and external customer issues within delegated authorities.
- Process financial transactions and reconcile and report on the details each day.
- Provide support to Telecom through the logging of technical faults, administering the onboarding of 4G customers, troubleshooting mobile device issues and sales of products.
- Participate in the upgrade of Councils software systems and undertake UAT testing.
- Contribute to policy and procedure development.
- Provide support to the Manager Customer Service and Community and other teams within this division including Registry, Records and the Public Library.

**Actively support the Regional Council's business objectives by:**

- Staying informed of the Councils activities, products, and services.
- Attending all training related activities.
- Providing support and sharing knowledge with other team members and staff.
- Working independently as well as collaboratively to achieve deadlines and ensure that service standards are met.
- Being fair, open, honest, and reliable.
- Delivering on the Councils commitments and maintaining high standards of personal conduct and character at all times.

**Qualifications:**

- Certificate III in Business Administration or similar relevant discipline, or a minimum 2 years' experience in a customer service role.
- Current drivers' licence.

**Enquiry Contact Officer: Cheryl LeCren - phone +6723 22001 ext 125 or email [cheryl.lecren@nirc.gov.nf](mailto:cheryl.lecren@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