

Positions Vacant

Senior Customer Service Officer- Liquor Bond (Part-Time)

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 a Part-Time Senior Customer Service Officer. Reporting to the Manager Liquor Bond, this role will provide Liquor Bond customers with both efficient and effective professional customer service whilst supporting the Customer Service team by undertaking a variety of activities including mentoring, training and supervision of the retail environment. The shifts for this role will be spread across 7-day trading of the Liquor Bond, if required.

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/Your-council/Working-for-council>

Senior Customer Service Officer (1065) – Level 5.1 \$32.54 per hour

Work hours: 30 hours per week

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.
- Train and mentor staff on basic product knowledge in each category and segment
- Supervision and rostering of casual Customer Service staff across 7-day roster including on-boarding of new staff
- Conduct scheduled monthly instore consumer tastings
- Co-ordinate the execution of instore fortnightly promotional program including ticketing, displays and product briefs
- Complete a daily reconciliation of till sales, banking, and ongoing audits of floats.
- Collate and provide banking reconciliations to Finance section.
- Advise customers regarding limits and import criteria to other ports ex Norfolk Island
- Discuss and record customer requests for unstocked products and advise Manager - Liquor Bond accordingly.
- Assist with stocktaking as required including rolling stocktakes and the end of financial year stocktake.
- Assist with costing, ordering and receipt of goods, and supplier liaison and other duties as required.
- Assist in the development and implementation of customer service policies and procedures to streamline operations
- Provide support and assistance to Manager – Liquor Bond as needed.
- Occasional heavy and repetitive lifting required – occasionally at varying heights.

Qualifications:

- 5 years' experience in liquor retail sales, hospitality, or similar in a supervisory role
- Min. WSET Level 1 (or equivalent)
- Responsible Service of Alcohol Certificate

Enquiry Contact Officer: Kerryn Walsh - phone +6723 22106 or email kerryn.walsh@nirc.gov.nf

General enquiries may be made to Human Resources Office, 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 with enclosed resume together with recent referees **no later than, Monday, 10 March 2025.**

Job ad closes Monday, 10 March 2025.

Philip Reid
Acting General Manager