

Position Title	Senior Customer Service Officer - Liquor Bond (Part-Time 30hrs/0.8)
Position Number	1065
Division	Corporate Services
Special Requirement	Must be available to work outside normal working hours (i.e. weekends, public holidays, after hours) in accordance with Liquor Bond Roster.
Salary Level	Level 5.1
Reports to	Manager/Team Leader Liquor Bond

Position Objectives

To 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.

Key Accountabilities

- 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.

Competencies	
<ul style="list-style-type: none"> • Demonstrated supervisory experience in retail customer service (preferably liquor) • Minimal industry qualifications WSET 1 – wine and/or spirits or equivalent • 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 point of sales transactions. • Understanding of basic category management principles and merchandising standards • Ability to follow procedure to accurately order, receive and process new stock • 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 the NIRC Code of Conduct. • Proven ability to work effectively as an individual and/or as part of a team. 	
Qualifications	
<ul style="list-style-type: none"> • 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 	
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 behaviors 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	February 2025