



LAYNHAPUY HOMELANDS ABORIGINAL CORPORATION

POSITION DESCRIPTION

Job Title: Customer Service Coordinator

Reports To: Homelands Services Coordinator

Prime Function:

The Customer Service Coordinator is responsible to meet and greet visitors, answer incoming calls, transfer calls or take messages for the appropriate party. The role will provide a range of administration support services including Centrelink Agency duties (training provided) and communication with Homeland members.

This role is Monday to Friday, 8am-4.30pm, on a 12 month contract.

Key Duties:

- Prepare incoming and outgoing mail for distribution;
- Examine, sort and route mail and deliveries to the Homelands;
- Load, operate and occasionally adjust and repair printing and scanning machinery;
- Review the condition and serviceability of front office equipment and report issues to the Homeland Services Coordinator;
- Respond to incoming calls to the organisation and manage appropriately;
- Attend to all visitors at reception and refer them to the appropriate person or assist as required;
- Provide administration support for the Corporate Services team including administering purchasing requests, stock take and general administration work;
- Assist with unpacking stationery orders;
- Maintain kitchen area and restock with supplies;
- Maintain a service culture within the front office;
- Develop and maintain quality relationships with internal and external contacts;
- Communicate effectively with all employees regarding relevant areas of responsibility.

Selection Criteria

1. Experience operating a switchboard and transferring phones calls, or the commitment to learning customer service systems;
2. Experience operating printers, copiers, scanner, fax machines and other general office equipment, or the willingness to be trained;



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3. Basic computer skills;
 4. A strong work ethic and the ability to gain knowledge of the organization, its service and objectives;
 5. Customer service skill including acceptable oral and written communication skills;
 6. Planning and organizing skills and the ability to work to deadlines within established process and procedures;
 7. Ability to work autonomously, to listen and take instruction and a strong attention to detail;
 8. Strong cultural competence and a demonstrated commitment to positively engage with local indigenous people;
 9. Awareness of WHS policies and procedures.

Desirable:

10. Class C driver's licence;
11. Understanding of LHAC aims and objectives;
12. Previous experience working in remote Aboriginal communities.

No housing or relocation assistance is available with this position.