

POSITION DESCRIPTION



Position title	Customer Service Officer
Directorate	Community Development
Classification	Level 2 (Municipal Officer) ASTC EA
Position number	P2152, P2156
Responsible to	Executive Office Manager
Position status	Permanent Full-time
Position description approved	 Date: 17/9/2026

Primary Objective

Located at the Civic Centre, the Customer Service Officer provides professional, inclusive and responsive frontline services to Council's customers and the Alice Springs community.

As a key first point of contact, the position provides accurate information, receives payments, assists with enquiries and complaints, and connects customers with the appropriate Council service.

The position supports effective Council operations through sound recordkeeping, administrative support and collaboration. The Customer Service Officer demonstrates Council's values of Accountability, Leadership, Inclusion, Collaboration and Excellence and contributes to Council's shared purpose of Together for Alice.

Key Responsibilities

- Demonstrate Council's values through accountable, inclusive and collaborative conduct and a commitment to service excellence.
- Provide professional and responsive frontline service by addressing enquiries and referring customers to the appropriate Council service or officer.
- Receive, record and respond to customer requests, enquiries and feedback, and refer or escalate complex complaints and issues to the appropriate officer in accordance with Council procedures.
- Accurately process payments, cash transactions, financial data and routine reconciliations in accordance with Council procedures.
- Maintain accurate records, protect confidential information and keep current knowledge of Council services, systems and procedures.
- Collaborate across Council to resolve enquiries, provide consistent information and identify opportunities to improve customer service.
- Provide administrative support to Council teams, including correspondence, records management, research, meeting documentation, events and process improvements.
- Take reasonable care for your own health and safety, as well as that of others.

- Follow health and safety instructions and comply with relevant workplace policies, procedures, and emergency protocols.
- Use personal protective equipment and operate machinery, plant, and vehicles safely.
- Report hazards, incidents, accidents, and near-misses to your Manager/Supervisor promptly.
- Perform other duties within capabilities and/or consistent with the level of this position as required.

Qualifications

- Current National Criminal History check (less than 6 months old)

Selection Criteria

Essential

1. Proven experience providing professional and customer-focused service.
2. Strong interpersonal skills, with the ability to manage complaints, difficult interactions and conflict.
3. Sound computer skills, including experience using Microsoft 365 and the ability to learn relevant Council systems.
4. Demonstrated ability to follow organisational policies, procedures and processes.
5. Experience in, or the ability to learn, financial administration, payment processing and cash handling.
6. Sound written communication skills, with good attention to detail and the ability to prepare general correspondence and documents.
7. Ability to work independently and collaboratively as part of a team.

Desirable

1. Experience and ability to work in a cross-cultural environment.
2. Certificate in Office or Business Administration, Customer Service, or related field.
3. Current C class driver's licence to be able to drive in the NT.

ACKNOWLEDGEMENT

I have received a copy of this Position Description and have read and understand its contents.

Employee Name _____ ::FIRSTNAME:: ::LASTNAME:: _____

Signature _____ ::SIGNATURE:: _____ Date _____