

**COMMUNITY SERVICES OFFICER**

**1 x Casual position**

**Must be available to work Monday – Friday between school hours**

The Community Services Officer is a pivotal role, responsible for providing a high level of customer service to the community. The successful applicant will be trained in and complete shifts at Centrelink, Council’s Cashier, the Indigenous Knowledge Centre (Library) and the Post Office.

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| **Qualifications*** Must maintain a current Queensland Working with Children Blue Card;
* Department of Human Services, Agent Training Course (Or be prepared to undertake);
* Participate in training offered by SLQ/ P&ILS to develop their skills to manage the Indigenous Knowledge Centre;
* Good reading, writing and communication in English skills;
* Sound computer skills, including intermediate skills in Microsoft Office products, including Excel, Outlook and Explorer;
* A clear national criminal history check must be maintained at all times
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| **Selection Criteria**To be successful in this role you must:1. Turn up to every shift and complete all tasks given to you;
2. Demonstrated passion for delivering great customer service;
3. Ability to communicate effectively and sensitively;
4. Knowledge of computer applications and general software applications, including the Internet, and the ability to apply this knowledge in practice;
5. Ability to manage practical day to day running of a small public library;
6. Experienced in planning, prioritising, problem solving and organising tasks;
7. Committed to providing excellent client service and lifelong learning;
8. Demonstrated ability to interact with community members and liaise with other government and non government organisations within local community;
9. A very real interest in developing and implementing in conjunction with community meaningful and relevant library programs and activities;
10. Ability to lift up to 16kg of mail repeatedly and ability to stand up for most of your shift;
11. Demonstrated ability to handle and process cash, cheques, credit cards and EFTPOS transactions with a high degree of accuracy;
12. Demonstrated ability to perform end-of-day balancing and closing procedures with a high degree of accuracy
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**To apply for a position:**

1. **Contact Human Resources or Rise for a copy of the Position Description**
2. **Send your completed form, Letter and resume to RISE who will assist you with your application for employment and forward your application for Council**