



This is an exciting and unique opportunity to be part of an organisation with an energetic and collaborative approach with a commitment to meeting the expectations of customers and the communities of Douglas.

Our organisation offers excellent working conditions and a range of generous employee benefits including flexible working arrangements and supports and encourages our employees with training and professional development opportunities.

Applications are hereby invited for the following position:-

Frontline Services Officer (Part-Time)

Douglas Shire Council is an Equal Opportunity employer, promoting workplace diversity and a safety culture with a smoke free environment

DEPARTMENT: Corporate and Communities

APPLICATIONS CLOSE: Friday 15 August 2025

Your application must consist of the following information: -

CHECKLIST

- ☒ **Cover Sheet**
- ☒ **Covering Letter addressing the three main elements under the selection criteria:**
 - ☞ Qualifications
 - ☞ Knowledge, Skills and Expertise
 - ☞ People Oriented Skills and Attributes
- ☒ **Copy of current resume, qualifications and licences (relevant to the position)**



Applications should be addressed to:

**Douglas Shire Council
People and Culture
PO Box 723
Mossman QLD 4873**

recruitment@douglas.qld.gov.au



**WITH COMPLIMENTS
INFORMATION KIT**

**Frontline Services Officer
(Part-Time)**

Position Number: 275

Closing Date: Friday 15 August 2025

IMPORTANT INFORMATION REGARDING YOUR APPLICATION

Please read the following information on 'How to Apply' as it will help you with the preparation of your employment application. Be sure to read the details of the Information Kit carefully.

PRE-EMPLOYMENT ASSESSMENT

Following the selection of a preferred candidate Council will require a number of further checks including reference checks, police history / criminal history checks, medical assessment and drug and alcohol test.

EMPLOYMENT ELIGIBILITY

To apply you must be a Permanent resident of Australia, Australian Citizen, New Zealand Citizen or hold the appropriate visa to work in Australia to apply

Privacy Information: Douglas Shire Council is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by authorised Council Officers, including Human Resources and the relevant selection panel members. Your information will not be given to any other person or agency unless you have given us permission, or we are required by law.

Application Process

The following information will detail the application process and provide you with the information on “how to apply”.

In most cases, you no longer have to address each individual selection criteria in writing. Instead, you are asked to tailor your application to address three main elements in a covering letter and provide your resume. Please keep the covering letter brief (from two to three pages). Unless specifically requested, there is no need to write individual responses to the Selection Criteria in the Position Description.

What is required?

Using the streamlined process for short listing means your application will be assessed against the three main elements:

- i. **Qualifications**
- ii. **Knowledge, Skills and Expertise**
- iii. **People Oriented Skills and Attributes**

When preparing your application, read through the **Key Duties and Responsibilities and Selection Criteria** within the Position Description and organise your information under the three headings to create your covering letter. You can use the Selection Criteria to help you identify how your knowledge, skills, experience, personal attributes and qualifications are most relevant to the position.

Qualifications

Include details of and where you attained any education, training, qualifications, tickets and licences including those you are working towards.

Knowledge, Skills and Expertise

Identify relevant knowledge, skills and work experience as it relates to this role. Your response might provide examples that give details of the nature and extent of your experience, skills, responsibilities and any notable accomplishments or achievements.

People Oriented Skills and Attributes

These are personal characteristics you possess that would make you successful in this role. For example, if you are articulate and a good listener and the role requires you to provide excellent communication skills you need to demonstrate situations where you have exhibited this and how it will be of benefit to the role.

The chairperson of the selection panel may contact you for further clarification of your application during the short-listing process.

Addressing the three main elements

When addressing the three main elements you should ensure that your responses are relevant to the position. Using bullet points with examples is a simple approach to demonstrate how you meet the requirements of the position. When using examples try keeping to the following STAR principles:

Situation - What was the situation? Start by providing an example of where and when you carried out a specific task, used a required skill or demonstrated the particular knowledge.

Task - What were the tasks involved? Write about what your role was and what you did or were responsible for such as the tasks or duties you undertook that demonstrate your skills, knowledge or ability.

Action - What actions did you take to achieve the tasks? What skills, knowledge or ability did you use, what did you do and how did you do it?

Result - What resulted from the actions you took? What did you achieve and what were the results of what you did?

DOUGLAS SHIRE COUNCIL
GENERAL CONDITIONS OF EMPLOYMENT

<u>POSITION:</u>	Frontline Services Officer (Part-Time)
<u>LOCATION:</u>	Mossman Administration Building / Port Douglas Hub
<u>CLASSIFICATION:</u>	Level 2 / 3
<u>SALARY:</u>	Salary Ranging from \$73,326.65 to \$87,849.08 pro-rata per annum. Level on appointment will be dependent upon demonstrated competencies and experience.
<u>HOURS:</u>	Permanent Part Time - Nominally 14.50 hours per week. Subject to agreement hours can be varied up to and including 36.25 hours per week (full-time equivalent hours).
<u>AWARD:</u>	Queensland Local Government Industry (Stream A) Award – State 2017.
<u>LEAVE:</u>	Annual leave and sick leave with accrue in proportion of hours worked. Annual Leave Loading applies. The rostered day off system does not apply to this role.
<u>SUPERANNUATION:</u>	Employer superannuation contributions will be made at the rate of 12% of your salary through membership of Brighter Super or a complying fund. Employees may nominate to Council superannuation contributions they would like to contribute. A medical examination may be required.
<u>APPLICATIONS:</u>	Applications can be submitted by: Addressed to: Private and Confidential Douglas Shire Council People and Culture PO Box 723 MOSSMAN QLD 4873 or recruitment@douglas.qld.gov.au
<u>CLOSING DATE:</u>	Friday 15 August 2025

Position Applied for: Frontline Services Officer (Part-Time)

Position Number 275

Mr ☐Mrs ☐Ms ☐Miss ☐

Date: _____

Given Names: _____

Family Name: _____

Preferred Name: _____

Postal Address:

Home Address:

Telephone Numbers:

Home: _____

Work: _____

Mobile: _____

Preferred Contact Number:

Email:

Have you previously worked for Douglas Shire Council?

☐ No ☐ Yes

Dates: _____

Are you a current employee of Douglas Shire Council?

☐ No ☐ Yes

Dates: _____

Current Employees must complete:

Employee No:

Classification Level:

Position Title:

Department:

Supervisor:

Are you currently being represented by an external recruitment agency?

☐ No ☐ Yes

Name of Agency:

In order for Douglas Shire Council to monitor its advertising effectiveness, could you please indicate where you located this advertisement: (Please tick)

☐ Douglas Shire Council website☐ Douglas Shire Council Facebook☐ Douglas Shire Council LinkedIn☐ On-line (please specify site, e.g. seek.com, CouncilJobs.com, lgjobs.com.au):

This section is Optional: Do you identify with any of the following groups? (Please tick)

☐ Aboriginal / Torres Strait Islander☐ Disability☐ English as Second Language**Applicant Consent Details (Please Tick):**☐ I consent to my application being considered for other similar positions within Council over the next 6 months and I consent to my application and personal information being forwarded to the relevant Council Officer for consideration.**NB. By ticking this box it does not automatically mean that your application will be considered for all positions at Council. A separate application must be submitted for each vacancy.**

Applicants Signature:

POSITION DESCRIPTION

Position Title:	Frontline Services Officer (Part-Time)
Position Number:	275
Department:	Corporate and Communities
Unit:	Community Services
Reports To:	Team Leader Frontline Services
Award Classification:	Level 2 / 3 Queensland Local Government Industry (Stream A) Award – State 2017
Hours:	Permanent Part Time - Nominal 14.50 hours per week. Subject to agreement hours can be varied up to and including 36.25 per week (full-time equivalent hours).
Pre-placement Medical:	Yes
National Police History Check:	Yes
Date Developed:	March 2019
Date Reviewed:	April 2025

Douglas Values

Champion behaviour which exhibits the following values which underpin our efforts to build a culture based on positive relationships with colleagues and the community.

Adapt	Integrity
Respect	Teamwork
Community Care & Support	

Position Objectives

The purpose and function of the position is to:

- Contribute to the efficiency and effectiveness of the Frontline Services Team to meet operational goals and objectives.
- Meet the needs of customers at all times in a professional, courteous and friendly manner.

Organisational Relationships

Position Reports to:	Team Leader Frontline Services
Position Supervises:	Nil
Internal Relationships:	The Frontline Services Officer (Part-Time) works within the Corporate and Communities Department and directly with the Frontline Services Team.
External Relationships:	The Frontline Services Officer (Part-Time) works with government peers and leaders, local government representatives, and members of the public.

Qualifications and Experience

Essential:

Qualifications

- Current Drivers License.

Knowledge, Skills & Expertise

- Customer Service and /or Call Centre experience.
- Knowledge of or the ability to rapidly acquire knowledge of Council policies, procedures and workflows.
- Proficient keyboard / data entry skills with a high degree of accuracy.
- Skills, knowledge or experience of cash handling, administration and technology suitable to a Frontline Service environment.
- Task and goal oriented with a commitment to quality.

People Oriented Skills & Attributes

- A strong commitment to the highest level of Customer Service and a desire to raise the profile of Council.
- Ability to deal face-to-face or over the phone with difficult customers and provide solutions to problems.
- Knowledge of the principles of effective teamwork.
- Ability to use tact, confidentiality and discretion.

Desirable:

Knowledge, Skills & Expertise

- Experience in a Local Government environment or similar.

Key Responsibilities & Duties

Duties and responsibilities include but are not limited to:

- Provide accurate, timely and appropriate advice and assistance to customers in all aspects of Council Operations utilising all available resources.

- Accurately accept and receipt monies including daily balancing and preparation of daily banking.
- Accurately receive and process applications, complaints or requests from customers for various Council operations.
- Undertake general administrative tasks.
- Understand, refer to and abide by Council's policies, procedures and work practices.
- Participate in improvement processes and in establishing new procedures for the Frontline Services Unit.
- Assist with data collection of statistics on level and type of service being provided.
- Manage work processes and set priorities in order to meet deadlines and achieve corporate and team objectives.
- Promote continuous improvement initiatives to the benefit of the organisation through participation in corporate planning initiatives, projects and working groups as directed.
- Provide assistance to other team members as required.
- Ensure all corporate information is captured within Council's business systems adhering to Recordkeeping policies and procedures.
- Other duties as directed by the Team Leader Frontline Services.

Performance Indicators

It is expected the incumbent will deliver:

- Accuracy and quality of work performed.
- Ability to adapt and learn new skills.
- Quality of output of the position.
- Participation in team objectives.