



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:-

Customer Service / Administration Officer (Casual)

***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 22 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
Human Resources
PO Box 723
Mossman QLD 4873**

recruitment@douglas.qld.gov.au



**WITH COMPLIMENTS
INFORMATION KIT**

**Customer Service / Administration
Officer (Casual)**

Position Number: 291

Closing Date: Friday 22 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>	Customer Service / Administration Officer (Casual)
<u>LOCATION:</u>	Various Areas across Council
<u>POSITION STATUS:</u>	Casual
<u>CLASSIFICATION:</u>	Level 2
<u>SALARY:</u>	Range \$38.90 to \$42.27 per hourly rate plus casual loading. Level of appointment will be dependant of qualifications and experience.
<u>AWARD:</u>	Queensland Local Government Industry (Steam A) Award – State 2017.
<u>LEAVE:</u>	No leave entitlements.
<u>SUPERANNUATION:</u>	Employer superannuation contributions will be made at the rate of 12% of your salary.
<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 22 August 2025

Position Applied for: Customer Service / Administration Officer (Casual)

Position Number 291

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:	Customer Service / Administration Officer (Casual)
Position Number:	291
Department:	Corporate and Community
Unit:	People, Safety and Culture
Reports to:	People and Culture Senior Business Partner / People and Culture Business Partner or supervisor of assigned area of work.
Award Classification:	Level 2
Hours:	Hours per week will/can vary dependent on requirements. Location of work may include Council's Depot, Administration Building, Mossman Pool and Caravan Park and Port Douglas HUB.
Number of Direct Reports:	Nil
Pre-placement Medical:	Yes
National Police History Check:	Yes
Date Developed:	December 2022
Date Reviewed:	August 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

To provide cohesive, skilled, broadly based administration support to Council as to enable its operational staff to deliver a high standard of service to internal and external customers.

Organisational Relationships

Position Reports to:	People and Culture Senior Business Partner / People and Culture Business Partner or supervisor of assigned area of work.
Position Supervises:	Nil
Internal Relationships:	The Customer Service / Administration Officer (Casual) will be part of the Corporate and Community Department and provide administrative assistance across all Council Departments and Teams.
External Relationships:	The Customer Service / Administration Officer (Casual) works with government peers and leaders, local government representatives and members of the public.

Qualifications and Experience

Essential:

Qualifications

- Secondary education to at least year 10 and preferably year 12.
- Current Queensland driver's licence.

Knowledge, Skills & Expertise

- Demonstrated ability with appropriate computer software, particularly in the Microsoft Office suite of programs.
- Proven ability to undertake tasks and duties in a logical and objective manner.

People Oriented Skills & Attributes

- Strong customer service focus, with an ability to interact well with other staff and members of the public.
- Ability to follow instructions and a willingness to accept and carry out delegated tasks.
- Sound written and oral communication skills.
- Demonstrated experience in working effectively within a team environment.

Desirable:

Knowledge, Skills & Expertise

- Certificate III in Business Administration.
- Knowledge of the role and responsibilities of Local Government.

Key Responsibilities & Duties

Duties and responsibilities include but are not limited to:

- Provide excellent customer service to both external and internal customers and actively work to solve customer problems.
- Varied administrative functions, including management of work processes and set priorities in order to meet deadlines and achieve objectives of the organisation.
- Maintain statistical records and cash receipting functions within established guidelines.
- Actively participate in all programs, events and activities as required in delivering Council

services.

- Accurately receive and process applications, requests or complaints from customers for various Council operations.
- 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 relevant supervisor of the assigned area of work.

Performance Indicators

It is expected the incumbent will:

- Model behaviours that show a commitment to and understanding of ethical, professional and legal standards that reflect Council's core values.
- Foster and promote a strong focus on customer service.
- Demonstrate satisfactory and timely completion of duties.
- Provide efficient and effective administrative support to the organisation.
- Perform as a member of a team.