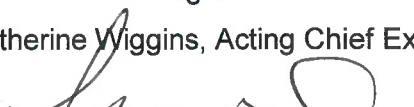




## Position Description

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**Job Title:** Post Office Assistant  
**Award:** Queensland Local Government Industry Award (Stream A) State 2017  
**Division** Division 2, Section 1 Administrative, clerical, technical, professional, community service, supervisory and managerial services  
**Classification:** Administration Officer, Year 1 – Year 2 (*dependent on experience*)  
**Employment Type:** Fulltime / Part time / Casual  
**Reports to:** Post Office Manager  
**Approved:** Katherine Wiggins, Acting Chief Executive Officer  
**Signature:**  Version Date: 06/3/2019

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### POSITION OBJECTIVE

The role of the Post Office Assistant is to deliver efficient Post Office and Bank services and to assist the Post Office Manager in administration tasks.

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### POSITION SPECIFIC KEY RESPONSIBILITIES

1. Undertake a range of routine Post Office tasks including but not limited to:
  - Provide customer service and respond to front counter requests
  - Assist with the processing of bulk mail and parcels in line with road and air deliveries
  - End of day cash reconciliations
  - Participation in operations in accordance with Council's legislative requirements
  - Mail sorting and return in accordance with Australia Post Policy
  - Scan items that require scanning and signature
  - Supply postage stamps and postage assessment for various letters and parcels worldwide.
  - Issue and pay Electronic Money Orders
  - Receive stock from Australia Post
  - Issue Australian and International wire transfers in Australian and other currencies
  - Order and supply cash in currencies other than Australian Dollars
  - Process deposits and withdrawals for clients including update passbooks.
  - Business banking processing

### SELECTION CRITERIA

1. Ability to undertake and maintain a clear Police Check
2. Excellent attention to detail

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3. Good literacy and numeracy skills.
  4. Good verbal and written communication skills including the ability to liaise and negotiate with a wide range of people at all levels.
  5. Good computer skills including experience in the use of the Microsoft Office suite of applications.
  6. Able to work under pressure and meet critical deadlines.
  7. Demonstrated reliability in work attendance and punctuality
  8. Strong customer focus and the ability to work with minimal supervision as part of a small team.
  9. Demonstrated behaviour which supports a diverse, equitable and safe workplace.
  10. Personal attributes that engender commitment, passion, energy, drive, initiative, resilience and respect.
  11. Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and demonstrated ability to communicate effectively and sensitively with Indigenous people.
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### Key Performance Indicators

<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Maintain accurate records</li> </ul>
<b>Attendance</b>	<ul style="list-style-type: none"> <li>• All absences to be notified to your supervisor prior to commencement of work day</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Maintain a high level of customer service towards all clients</li> <li>• No substantiated complaints</li> <li>• No breaches of confidentiality</li> </ul>
<b>Adherence to Council's policies, procedures</b>	<ul style="list-style-type: none"> <li>• Maintaining a Police Clearance</li> <li>• No breaches of Council's policies and procedures</li> <li>• Maintaining a clean and tidy workplace</li> </ul>

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## CORPORATE RESPONSIBILITIES

### Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

### Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

### Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

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## General

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area;
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives;
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.

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## ORGANISATIONAL RELATIONSHIPS

Reports to: Post Office Manager

Internal Liaison: Members of the Post Office Team, Chief Executive Officer and all Kowanyama Aboriginal Shire Council employees

External Liaison: Australia Post, financial institutions, members of the community, and members of the public in general

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## MANDATORY REQUIREMENTS

- Police Clearance

**Please note that this position is not provided with staff housing**

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## POSITION DESCRIPTION AUTHORISATION

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.