



Position Vacant

RECEPTIONIST

IMMEDIATE START

At the Paroo Shire Council, we believe that our success starts with our people.

We are committed to creating a positive, inclusive, and rewarding work environment where team members feel supported and valued.

When you join the Paroo Shire Council, you become part of a people-focused organisation, working hard to make our workplace and our community a great place to work and live. We offer many different employment opportunities so you will have a chance to make a real difference to your local communities. It would be beneficial if you have experience in a similar position but what we really value at Paroo Shire Council is work ethic, perseverance and commitment. Tell us how you've excelled or achieved in any field, and we will be impressed.

Key tasks and responsibilities include but are not limited to:

- Document processing
- General day-to-day admin duties
- Building and maintaining relationships with customers.
- Resolving customer complaints quickly and efficiently.
- Creating new business and exploring new growth opportunities.

To be successful in this role you need:

- To be self-motivated and able to work independently.
- A demonstrated commitment to continual improvement and learning.
- Excellent computer and communication skills.
- A pleasant and confident phone manner.
- The ability to be flexible, punctual and reliable.
- The ability to multitask, prioritize, take direction and learn new skills quickly.
- Able to complete tasks in a timely manner with attention to detail and with minimal supervision

An immediate start is on offer so if you are seeking a genuine opportunity and would like to be a crucial member of the Paroo Shire Council's team then please attach a COVER LETTER and your current RESUME for further consideration.

If you would like further information, please contact:

Denise O'Brien, Manager Human Resources on 07 4655 8400.

You can email your interest directly to Denise at hr@paroo.qld.gov.au

[Or download directly from our website at
Employment Vacancies – Paroo Shire Council](#)



Receptionist

Position Number:	508	Location:	Cunnamulla
Award:	Queensland Local Government Industry Award (Stream A) – State 2017		
Certified Agreement:	Paroo Shire Council – Non-Operational Staff Certified Agreement 2021-2024		
Classification Level:	Dependant on experience level 2 - 3	Employment Type:	Permanent Full Time
Department / Team:	Corporate Services, Governance and Risk		
Reports to:	Administration Team Leader	Supervises:	No direct reports

Our Values

In making and implementing our decisions we will be guided by the principles of **integrity, efficiency and continuous improvement** and exhibit the following values:

- P – Pride
- A – Accountability
- R – Respect
- O – Open and Transparent
- O – Opportunities for Employment
- S – Safety
- C – Commitment



Position Objectives

The Paroo Shire Council receptionist is responsible for providing administration activities of Council across all Departments. The position will be the first point of contact for face-to-face and telephone enquiries providing Council business and services information and provides administrative support across Council. You are a dedicated and customer-focused individual and passionate about delivering exceptional service, solving customer inquiries, and creating positive experiences.

Key Responsibilities

- First point of contact for face-to-face and telephone enquiries providing accurate and up to date business and services information and attended to in a professional and timely manner.
- Manage reception related administrative responsibilities including cash handling, stationary orders, reporting and record storage.
- Manage reporting relating to Customer Requests, Environment Health and Development and Building applications.
- Coordinate bookings for Council facilities and coordinate and prepare meeting rooms for bookings
- Maintain the Cemetery Register for reservations and internments including assisting with the internment of ashes.
- Process of annual Animal Notices, accepting new applications for animal registrations, and managing communications with stakeholders.
- Provide a high level of support and exceptional customer service to employees and community.

Qualifications, Skills and Experience

Success Factors but not all essential

- Certificate III in Business Administration or similar qualification and/or experience in a similar position.
- 'C' Class Queensland Drivers Licence or higher or currently obtaining
- Demonstrated high level of skills and experience in using MS Office including Outlook, Word, Excel and MS Project and excellent attention to detail.
- Demonstrated ability to manage multiple tasks and to implement time management principles to prioritise work to meet deadlines and manage competing priorities.
- Demonstrated strong interpersonal, verbal and written communication skills with a strong commitment to customer service.
- Demonstrated ability to build and manage internal relationships while maintaining confidentiality and a high level of customer service.
- Demonstrated ability to make sound judgments and reasonable decisions in the absence of direction.
- Demonstrated sound analytical and problem-solving skills.
- Previous experience working in a local government environment but not essential

Corporate Accountabilities

- Demonstrated commitment to apply and adhere with Council's Policies and Procedures and Local Government Act 2009, including but not limited to Council's Code of Conduct, Work Health and Safety Policy and Anti-Discrimination Policy.
- Capable of carrying out the physical and inherent requirements of the position and being flexible and adaptable to meet the requirements of the position.
- Maintain a positive team culture based on honesty, trust, and integrity.
- Perform jobs, tasks, and processes in accordance with relevant guidelines and standards.
- Maintain confidentiality of Council information obtained during the course of employment.
- Operate and maintain Council assets including equipment, plant and fleet within Council guidelines and manufacturers' specifications.
- Foster and maintain strong stakeholder relationships directly or indirectly associated with Council.
- Provide consistent and timely customer services to our colleagues and communities.

Work Health and Safety

Apply Council policies and procedures in everyday work activities to assist Council in ensuring a safe work environment and to meet the standards imposed by any relevant safety legislation as required by Queensland's Work Health and Safety Act 2011.

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures and foster and maintain a positive attitude towards WHS within the individual work teams.

Position Description Acceptance

I agree and accept all terms, conditions and duties outlined in this document.

Employee Name: _____

Employee Signature: _____ Date: _____