

Position Details	
Position Title	Customer and Business Support Officer
Reference Number	
Employment Type	Full-time
Location	Thursday Island
Minimum Award/Classification	TSC Certified Agreement 2019 QLGIA (Stream A) - Division 2, Section 1 - Level 3
Maximum Award / Classification	TSC Certified Agreement 2019 QLGIA (Stream A) - Division 2, Section 1 - Level 3
Roster Pattern	19-day month
Position Summary	<p><b>Customer and Business Support Officer</b></p> <p>Reference Number:</p> <p>Salary: \$67,284.88</p> <p>Location: Thursday Island</p> <p>Close Date: Friday, 24<sup>th</sup> March 2023</p> <p>Reporting to the Manager Sports Complexes, this position supports in the operations, maintenance, safety and security of the Council's Sports Complex on Thursday and Horn Islands including stadium, pool/kiosk and gymnasium and provision of a high quality of service delivery to customers.</p> <p>The individual we are seeking will be a highly motivated team player working proactively in a busy work environment. You will need to be able to work autonomously as well as in a team.</p> <p>Ideally, the successful applicant will need to: -</p> <ul style="list-style-type: none"> <li>• Mature, positive attitude, good interpersonal skills and ability to Interact positively with public &amp; stakeholders using the Councils facility.</li> <li>• Ability to communicate effectively with Aboriginal and Torres Strait Islander people.</li> <li>• Possess or have ability to obtain a Life Guard (Royal Life Saving Society Australia) or equivalent.</li> <li>• Hold a current Applied First Aid &amp; CPR Certificate.</li> <li>• Possess or be willing to obtain a working with children suitability card (blue card).</li> <li>• Pool Operator's Certificate.</li> <li>• Experience in health and fitness industry.</li> <li>• Tertiary qualifications in a health/fitness discipline. (Desirable)</li> </ul> <p>For a full listing of the Key Duties and Responsibilities and full selection Criteria please download a copy of the position description.</p> <p>In return we offer the following benefits: -</p> <ul style="list-style-type: none"> <li>• Great team environment</li> <li>• 19-day month</li> <li>• 5 weeks annual leave</li> <li>• 12% contribution to superannuation</li> <li>• Annual leave loading</li> <li>• Locality Allowance</li> <li>• Remote Area Allowance</li> <li>• Subsidised health and well-being membership (gym / swimming pool)</li> <li>• On-going opportunities for learning and development</li> </ul>

	<p><b>How to apply:</b></p> <p>Your application must be addressed to the “<b>Chief Executive Officer</b>” and <b>emailed</b> to <a href="mailto:employment@torres.qld.gov.au">employment@torres.qld.gov.au</a> and must include following:</p> <ul style="list-style-type: none"> <li>• Cover letter addressing the key selection criteria.</li> <li>• Copy of your resume.</li> </ul> <p><b><i>Applications not addressing the full selection criteria will not be considered.</i></b></p> <p><b>Pre-Employment Assessment:</b></p> <p>As part of the selection process, applicants may be required to undertake some or all of the following pre-employment assessments / checks: -</p> <ul style="list-style-type: none"> <li>• Pre-employment medical, which will include a functional capacity assessment and drug and alcohol test.</li> <li>• National police / criminal history check</li> <li>• Numeracy and Literacy Assessment</li> <li>• Computer Skills Assessment</li> <li>• Qualification / Licence Verification</li> <li>• Right to Work in Australia Check</li> <li>• Psychometric testing</li> </ul> <p><b>Employment Eligibility:</b></p> <p>To be eligible to apply for a position at Torres Shire Council, you must fulfil one of the following criteria: -</p> <ul style="list-style-type: none"> <li>• Permanent resident of Australia</li> <li>• Australian Citizen</li> <li>• Entitlement to work visa</li> </ul> <p>Torres Shire Council encourages applications from Aboriginal and Torres Strait Islander people.</p>
<b>Selection Criteria</b>	<p><b>Essential:</b></p> <p><b>SC1:</b> Possess or willing to obtain a Life Guard (Royal Life Saving Society Australia) or equivalent.</p> <p><b>SC2:</b> Hold a current Applied First Aid &amp; CPR Certificate.</p> <p><b>SC3:</b> Possess or be willing to obtain a working with children suitability card (blue card).</p> <p><b>SC4:</b> Possess or be willing to obtain a Pool Operator’s Certificate.</p> <p><b>Desirable:</b></p> <p><b>1.</b> Gym Operator/Instructor Certificate. (Desirable)</p>
<b>Contact Person</b>	Torres Shire Council Human Resource Manager
<b>Contact Number</b>	07 40831 200
<b>Contact Email</b>	<a href="mailto:employment@torres.qld.gov.au">employment@torres.qld.gov.au</a>
<b>Closing Date</b>	5pm, Friday 24/03/2023
	<p>Please note that this position will close at 5pm (AEST) on the closing date. Please ensure your application is added before this time as we do not accept late applications</p>