

Position Title	Customer Services Officer - Liquor Bond
Position Number	1063 1064 1065, 2008 (Casuals),
Division	SERVICES
Branch	Liquor Bond
Special Requirement	Ability to work outside normal working hours (i.e. weekends, public holidays , after hours)
Salary Level	Level 3
Reports to	Manager/Team Leader Liquor Bond

Position Objectives

To provide Liquor Bond customers with both efficient and effective professional customer service by undertaking a variety of activities including retail sales, processing of financial payments, managing/restocking liquor stocks and displays.

Key Accountabilities

- Provide an outstanding customer service experience to Liquor Bond clients, including information and advice on product ranges
- Maintenance of product ranges on display and in the warehouse
- Code and price products including new stock arrivals to be scanned into the electronic system
- Process financial transactions and reconcile and report on financial transactions on a daily basis
- Complete a daily and monthly reconciliation of till sales, banking and ongoing audits of individual float
- Undertake computer backups in accordance with an agreed schedule
- Collate and provide banking reconciliations to Finance section
- Discuss and record customer requests for unstocked products and advise Manager/Team Leader - Liquor Bond accordingly
- Advise customers in regard to limits and import criteria to other ports ex Norfolk Island
- Assist with stocktaking as required including rolling stocktakes and the end of financial year stocktake
- Assist with costing, ordering and receipt of goods and other duties as required
- Occasional heavy and repetitive lifting required.
- Supervision of casual staff on behalf of the Manager/Team Leader - Liquor Bond when required
- Provide support to Liquor Bond Manager/Team Leader Liquor bond

Competencies	
<ul style="list-style-type: none">• Demonstrated experience in retail customer service• Understanding and ability to work towards sales targets• Solid communication skills i.e. particularly sales related (face to face, telephone based and written)• Demonstrated experience in handling of cash and point of sales transactions• Ability to accurately receive and process new stock, by scanning in to an electronic system, and display new stock arrivals in retail shop• Proficient level of computer literacy including effective use of Microsoft Office programs including Word, Excel and Outlook.• A demonstrated understanding of and work related experience in work, health and safety principles and practices• A demonstrated understanding of and work related experience in Equal Employment Opportunity and working within guidelines and a Code of Conduct• Proven ability to work effectively as an individual and/or as part of a team• An overall willingness to learn and a general interest in the Liquor industry	
Qualifications	
<ul style="list-style-type: none">• 2 years' experience in retail sales, hospitality or liquor industry or similar• Responsible Service of Alcohol Certificate or ability to obtain	
Date Authorised	January 2019