



POSITION DESCRIPTION – PD037

Client Services Co-ordinator with Data Entry

Full Time or Job-Share, Fixed Term

A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY

About us

The Aboriginal and Torres Strait Islander Legal Service (Qld) Limited (ATSILS) is a not-for-profit, community-based organisation that delivers innovative, professional, criminal, civil and family law services and early intervention projects to Aboriginal and Torres Strait Islander clients throughout Queensland. Established in 1972, ATSILS has grown to 24 offices with around 300 staff strategically located across Queensland. We also operate specialist Through Care, Community Legal Education, Law Reform and Coronial Enquiries programmes to supplement our primary legal services across many of our regions.

Our Vision is to lead in the delivery of innovative and professional legal services.

Our Mission is to deliver quality legal assistance services, community legal education, and early intervention and prevention initiatives which uphold and advance the legal and human rights of Aboriginal and Torres Strait Islander people.

Purpose of the role

Under the direct guidance of senior staff, (including the Regional Manager where appointed) provide professional, friendly, and culturally safe services to staff, clients, and visitors to the organisation.

A major component of this role involves co-ordinating a busy switchboard and reception area, being a first point of contact for all visitors, and providing data entry services for reporting purposes.

Opportunity

In addition to working in a dynamic office environment, opportunity also exists to proceed further in the various areas of Administration and Court Support Officer work.

You will also be provided with the opportunity to develop networks within and outside the organisation to assist in the efficient and seamless delivery of our services to our clients and their families.

B. REPORTING STRUCTURE

Duties are performed under the ultimate guidance and direction of the Chief Executive Officer (CEO), with regular reporting to the Chief Financial Officer (CFO), and where applicable, local reporting to the Regional Manager (also a Legal Practitioner).



C. SELECTION CRITERIA

ESSENTIAL CRITERIA (6)

1. **Values:** alignment to the values and vision of ATSILS and an appreciation of, and sensitivity to the challenges our clients have faced, and continue to face, in their fight for and their right to justice and equity.
2. **Qualifications:** Certificate III in Business/Customer Service or equivalent is essential. Two-three years' full-time experience working in a professional services office environment as a receptionist or Client Services Officer is also essential. Experience in providing services to Aboriginal and/or Torres Strait Islander clients and families is highly regarded.
3. **Client service and data co-ordination:** have the capacity to provide a pleasant, culturally safe service at reception using a multi-line phone system and being thorough in completing multiple tasks, with a positive and helpful approach to compliance, safety and security. Ability to show initiative and to prioritise competing responsibilities is well regarded. Confidence with accurate message taking, tracking, and sending with reliable records is a core requirement of the role.
4. **Document production:** capacity to complete online documents for lodgement (or the ability to rapidly acquire the skill) to complete online applications, and demonstrate basic skills with Microsoft Word, Excel, Internet browsers and operation of postage systems. A minimum typing standard of 35 words per minute, 98% accuracy is essential. **Database** - experience with database management systems including entering client data, updating and collation of reports on a regular basis is essential. Your interest in efficient, routine client file co-ordination will be well regarded.
5. **Operational support:** experience in providing practical operational support in a small – medium office (up to 40 staff), including dealing with clients, visitors, staff members, service providers, incoming and outgoing calls, mail, ordering and monitoring supplies and phone use, arranging repairs and cleaning services is essential.
6. **Security and safety:** a willingness to undergo a **Criminal Record Check** to achieve and retain a National Police Certificate (Australia-wide Disclosable Criminal History)

Candidates may be required to disclose misconduct (criminal convictions, prosecution investigations etc.,) that prevent an ATSILS Security clearance in relation to any conviction for fraud or other dishonesty related criminal offences. To this end, a preferred candidate must be prepared to consent to a criminal history check being conducted (if requested). Note: A criminal history does not automatically preclude selection for interview, and a preliminary check can be discussed with the HR Manager after a candidate has been shortlisted for interview.

DESIRABLE CRITERIA (3)

1. Current First Aid Certificate, Workplace Health & Safety training, or Emergency Services qualifications;
2. Qualifications in Business Administration, Information Technology and/or Communications, Justice, Advocacy, Aboriginal or Torres Strait Islander Community Development, or current enrolment in any of these tertiary courses;
3. Experience in an Aboriginal service, Aboriginality and/or Torres Strait Islander identification.

Please apply at <http://www.atsils.org.au/job-vacancies>, writing up to 150 words for each criterion.

D. CORE DUTIES

1. **Provide a friendly, professional customer service experience** to all visitors to our office.
2. **Perform duties of Receptionist** including operating the office switchboard and taking messages for staff members who are away at court, or in meetings, or on leave.
3. **Assist the Regional Manager or Chief Financial Officer** in liaising with suppliers for the maintenance of all office equipment, replacement of parts or providing monthly readings of usage of all office equipment.
4. **Prepare and lodge online applications** for Legal Aid with Legal Aid Queensland.
5. **Undertake data entry and updating of client records** for the local/regional office on our client database and provide assistance to the State Data Co-ordinator where required to ensure compliance with database processing and reporting requirements (including compliance to file management protocols and data reporting). This may also include providing reports regarding work safety.
6. **Undertake collection and processing of reception-based transactions** including incoming and outgoing office mail, maintain records or logs of enquiries/interactions and referrals data.
7. **Assist supervisors in the presentation and safety of client service areas** such as reception waiting areas, interview rooms, brochure and poster display information and entrances & exits.
8. **Perform other finance and administration duties** as required by the CFO and Regional Manager.

E. TEAM, COMMUNICATION AND QUALITY IMPROVEMENT DUTIES

1. **Undertake study or training** which might be determined by the CEO and contribute to the professional development of other team-members as required.
2. **Take part in workplace health and safety** compliance; support other team members to do the same and ensure compliance with outreach and community safety procedures.
3. **Contribute to a supportive team environment**, through various workplace activities.
4. **Be prepared to work professionally in a variety of locations**, including any approved home office or secure public facility and as approved by your supervisors.
5. **Participate in annual appraisal of own work** and attend and document regular supervision sessions with the staff to whom you report, achieving a satisfactory work performance and conduct in accordance with the ATSILS Code of Conduct.

F. CORE COMPETENCIES

Your performance will be evaluated on the following facets:

- Ability to provide a friendly, culturally safe service to our clients and all visitors to the office;
- Ability to communicate in a clear, supportive, and professional manner with both internal and external parties and ability to maintain confidentiality where required;
- Ability to work calmly under high pressure situations involving clients or family members presenting at our offices or calling in by phone;
- Capacity to provide accurate, reliable, and timely reports to Head Office from the Client Database Management System (including compliance to file management protocols and data reporting);
- Reliability in attendance as per the agreed hours;
- Responsiveness and ability to exercise both initiative and compliance when dealing with Workplace Health and Safety, asset protection and security;
- Respect for ATSILS policy and procedure.

G. ATSILS Qld CONTRACT AND LOCATION

- This position falls under the umbrella of the Social, Community, Home Care and Disability Services Industry Award with a remuneration package and conditions as per the ATSILS Contract. The starting gross salary range with qualifications and experience is from \$56,000 (plus superannuation and leave loading) dependent upon experience and legal qualifications, and location.
- This role is currently funded to 30 June 2025.
- As a Public Benevolent Institution, our staff may opt to salary sacrifice a portion of their pre-tax salary up to a threshold set by legislation, reducing their taxable income in a given year.
- At ATSILS we offer structured professional development in conjunction with performance management, and study leave for approved work-related courses after a qualifying period.
- ATSILS adheres to the tenets of Equal Opportunity Employment.

Location: ATSILS offices where this role is offered: Brisbane, Cairns, Charleville, Murgon, and Townsville.

Our values at ATSILS:

- We **Care** for the human and legal rights, safety and psychological well-being of our staff, clients, and communities.
- We **Share** a common understanding of our clients' challenges and needs and strive to deliver quality and accessible legal services.
- We **Respect** the cultural diversity, values and beliefs of our clients and maintain their confidentiality in the delivery of legal services.

For further information please contact:

Human Resources Manager

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