

Job description

Agency	Attorney-General and Justice	Work unit	NT Consumer Affairs
Job title	Fair Trading Officer	Designation	Administrative Officer 4
Job type	Full time	Duration	Ongoing
Salary	\$77,334 - \$88,179	Location	Darwin
Position number	11267	RTF	348827
		Closing	08/06/2026
Contact officer	Danielle Wilks on 08 8922 7169 or danielle.wilks@nt.gov.au		
About the agency	www.consumeraffairs.nt.gov.au www.nt.gov.au/justice		
Apply online	https://jobs.nt.gov.au/Home/JobDetails?rtfld=348827		

APPLICATIONS MUST INCLUDE A ONE-PAGE SUMMARY ABOUT YOU, A DETAILED RESUME AND COPIES OF YOUR TERTIARY QUALIFICATIONS.

Information for applicants – inclusion and diversity and Special Measures recruitment plans

The NTPS values diversity. The NTPS encourages people from all diversity groups to apply for vacancies and accommodates people with disability by making reasonable workplace adjustments. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer. For more information about applying for this position and the merit process, go to the [OCPE website](#).

Aboriginal applicants will be granted priority consideration for this vacancy. For more information on Special Measures plans, go to the [OCPE website](#).

Primary objective

The position is within a call centre that provides information to the public about consumer protection legislation administered by NT Consumer Affairs. You will also undertake dispute resolution services to assist resolve disputes between consumers and businesses.

Context statement

Northern Territory Consumer Affairs is an independent office within the Attorney-General's Department and administers a regulatory framework that works to protect community interests through promotion and regulation of business conduct and informs consumers and traders about their rights and obligations through education and conciliation services.

Key duties and responsibilities

Under the direction and with the support of the Manager Client Services:

1. Provide information to the public about the laws administered by Consumer Affairs.
2. Provide effective conciliation and dispute resolution services to parties in dispute relating to legislation administered by NT Consumer Affairs.
3. Interpret and provide information on applicable legislation, primarily the *Residential Tenancies Act 1999* and the Australian Consumer Law.
4. Provide education to stakeholders about consumer protection rights and obligations in the Northern Territory.
5. Monitor the marketplace for compliance with laws administered.

Selection criteria

Essential

1. Demonstrated ability to communicate effectively both verbally and in writing in a high volume service environment, including the ability to maintain confidentiality and interact effectively with people from diverse cultures.
2. Sound organisation skills including the ability to meet deadlines and work independently and as a team member.
3. Experience utilising computer programs to accurately record information in databases.
4. Skills and experience in alternative dispute resolution techniques to deescalate and negotiate outcomes.
5. Demonstrated ability to interpret and apply legislation or the capacity to gain such an ability in a short timeframe.

Desirable

1. Current NT Driver's License.
2. Formal qualifications or training in alternate dispute resolution, interpretation of legislation or related discipline.

Further information

Appointment as an Authorised Officer under the *Consumer Affairs and Fair Trading Act 1990*.

Approved: 21 May 2026

Traci Keys – Commissioner of Consumer Affairs