

**POSITION TITLE:** Administration Officer (Infrastructure) **POSITION NO:** 2213

**EMPLOYMENT TYPE:** Permanent Full Time

**CLASSIFICATION:** Level 2

**CERTIFIED AGREEMENT:** Officers – 2011 **AWARD:** QLGIA

**DEPARTMENT:** Infrastructure

**REPORTS TO:** Coordinator Infrastructure Support

**ORGANISATIONAL VALUES: ACHIEVE**

**Accountability** - We accept responsibility for our actions and decisions in managing the regions resources.

**Community** - Building partnerships and delivering quality customer service.

**Harmony** - Our people working cooperatively to achieve common goals in a supportive and safe environment.

**Innovation** – Encouraging an innovative and resourceful workplace.

**Ethical Conduct** – We behave fairly with open, honest and accountable behaviour and consistent decision-making.

**Vision** – This is the driving force behind our actions and responsibilities.

**Excellence** – Striving to deliver excellent environmental, social and economic outcomes.

## 1. PRIMARY ROLE

Provide high level administrative support to the Coordinator Infrastructure Support to ensure the effective and efficient operations of the Infrastructure department.

## 2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Provide administrative support to the General Manager and Works, Planning and Water and Wastewater branches.
2. Effectively manage customer services requests and complaints through effective questioning and ensure effective follow through.
3. Respond to enquiries from internal and external customers promptly and professionally.
4. Schedule and coordinate meetings, appointments, diary and travel arrangements.
5. Prepare documents for Council meetings and ensure all identified outcomes are actioned.
6. Generate requisitions, works orders and purchase orders as requested.
7. Register correspondence and action tasks within identified timeframes in accordance with Council's Corporate Software System.
8. Complete additional activities and reasonable directions given by management.

## 3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence.
- Certificate III in Business Administration (desirable)

**4. KEY SELECTION CRITERIA**

1. Proven experience providing administrative assistance in an office environment with local or public works experience being highly regarded.
2. Sound organisational skills with the ability to establish work priorities, complete assigned tasks within required standards and meet deadlines.
3. Sound interpersonal skills with the ability to communicate clearly and professionally and maintain relationships at all levels.
4. Sound computer skills including sound knowledge of the MS Office Suite and corporate software systems.
5. Ability to work effectively in a team environment.

**WORKPLACE HEALTH AND SAFETY**

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

**CUSTOMER SERVICE**

The employee will provide excellent customer service to internal and external customers.

**FRAUD, CORRUPTION AND RISK MANAGEMENT**

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

**INTELLECTUAL PROPERTY**

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

<b>AUTHORISATION</b>	
<b>General Manager Infrastructure:</b> Aaron Meehan	Signature: 