



POSITION TITLE: Administration Officer **POSITION NO:** 2382
EMPLOYMENT TYPE: Permanent Full Time
CLASSIFICATION: Level 2
CERTIFIED AGREEMENT: Officers – 2011 **AWARD:** QLGIA
DEPARTMENT: Community
BRANCH: Environment & Waste
SECTION: Compliance
REPORTS TO: Senior Compliance Officer

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 professional administrative services which support the effective and efficient operation of the Environment and Waste branch and the Community department.

2. KEY RESPONSIBILITIES

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

1. Provide excellent customer service to internal and external customers, including responding to enquiries from internal and external customers promptly and professionally.
2. Process tasks, effectively manage customer requests and complaints promptly and professionally through effective questioning and action to ensure an acceptable outcome with effective follow through, including referral and escalation when required.
3. Draft routine correspondence including memos, letters, infringement notices, agendas, minutes, report preparation and maintenance of animal registration database and State Penalty Enforcement Register (SPER). Typing from a dictated audio file will be required.
4. Assist with the promotion of Council's services and community education and provision of relevant regulatory documentation.
5. Undertake administrative tasks associated with administering Council's local laws and other relevant legislation.
6. Record, maintain and retrieve environmental, public health and waste data from various databases/registers on a range of parameters for reporting purposes.
7. Generate requisitions and purchase orders as requested, and monitor receipt of goods and services including accurate banking of Council revenue received from the Animal housing Facility.

- 8. Register documents in Council's Electronic Records Document Management System.
- 9. 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.
- Qualifications in Business Administration.

4. KEY SELECTION CRITERIA

- 1. Previous relevant experience in an administration role providing a high level of customer service and support in a busy work environment.
- 2. Ability to research and acquire knowledge of Council functions, processes, procedures and relevant legislative requirements in relation to the environment and waste disposal services.
- 3. Well-developed oral and written communication skills with high level of accuracy and attention to detail.
- 4. High level of computer skills including sound knowledge of the MS Office Suite and corporate software systems.
- 5. Proven ability to work effectively within a team, establish work priorities and meet deadlines.
- 6. Sound interpersonal and conflict resolution skills with the ability to negotiate a variety of outcomes with individuals at all levels.

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.

AUTHORISATION	
General Manager Community: Peter O'May	Signature: 