

**POSITION TITLE:** Administration Officer **POSITION NO:** 2605

**EMPLOYMENT TYPE:** Permanent Full Time

**CLASSIFICATION:** Level 2

**CERTIFIED AGREEMENT:** Officers – 2020 **AWARD:** QLGIA

**DEPARTMENT:** Liveability

**BRANCH:** Environment and Planning

**SECTION:** NRM

**REPORTS TO:** Coordinator Environmental Health and Natural Resources

**ORGANISATIONAL VALUES:** ☐ Honesty ☐ Respect ☐ Accountability ☐ Integrity ☐ Unity

## 1. PRIMARY ROLE

To provide professional administrative service that supports the effective and efficient operation of the Environment and Planning Branch and support to the Commercial Enterprise section.

## 2. KEY RESPONSIBILITIES

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

1. Assist in the delegation and action of customer requests and complaints and escalate complaints, monitoring progress and record outcomes in Council's corporate systems.
2. Provide administration support to NRM team and NRM syndicate pest groups, e.g. process payments received.
3. Assist with Environment and Planning enquiries / complaints and provide support to the team to ensure a high level of customer service is provided.
4. Undertake administrative tasks associated with the operation of the Environment and Planning branch e.g., maintain calendars and requests (e.g., organise workshops venue, catering guest speakers), photocopying, answer the phone, managing email, scheduling meetings and events.
5. Maintain accurate administrative records and ensure all data/information is presented and stored in an appropriate manner to allow efficient recall and valid interpretation by all users.
6. Draft correspondence including letters and emails, Council advertising material (e.g., factsheets, flyers) etc. and register documents in Council's Electronic Records Document Management System.
7. Generate requisitions and purchase orders in line with budget allocations and monitor receipt of goods and services.
8. Maintain and upgrade Rapid Map Computer Program and provide training to NRM staff as required.
9. Support Commercial Enterprise areas when required in the provision of customer service and administrative assistance.
10. 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. Relevant experience in an administrative role providing a high level of customer service in a busy environment.

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 effectively to build 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 Liveability:</b> Peter O'May	Signature: 