

# Position Description

|                            |                                               |                     |       |
|----------------------------|-----------------------------------------------|---------------------|-------|
| <b>POSITION TITLE</b>      | Administration Officer                        | <b>POSITION NO.</b> | 2605  |
| <b>EMPLOYMENT TYPE</b>     | Permanent Full Time                           |                     |       |
| <b>CLASSIFICATION</b>      | Level 2                                       |                     |       |
| <b>CERTIFIED AGREEMENT</b> | Officers                                      | <b>AWARD</b>        | QLGIA |
| <b>DEPARTMENT</b>          | Finance and Liveability                       |                     |       |
| <b>BRANCH</b>              | Planning and Development                      |                     |       |
| <b>REPORTS TO</b>          | Coordinator Environment and Planning Services |                     |       |
| <b>LAST REVIEWED DATE</b>  | September 2026                                |                     |       |

## Organisational Values:



Join one of the largest employers in the South Burnett region, maintaining offices and depots in Kingaroy, Nanango, Wondai, Murgon, Proston and Blackbutt.

South Burnett Regional Council recognises our role in service provision to ratepayers and the public, placing customer satisfaction at the forefront of all processes. In order to maximise efficiency in service provision, the organisation is structured into three (3) main service areas:

- Executive Services
- Infrastructure
- Finance & Liveability

**The South Burnett Region** is uniquely positioned to offer lifestyle and employment opportunities that other regions can only envy. The South Burnett region covers a geographical area of approximately 8,400 km<sup>2</sup> and is home to 32,500 people. The close-knit communities with many towns less than 15 minutes from each other, deliver services normally associated with larger populations. Natural surrounds and a rolling landscape give the region a relaxed atmosphere. An array of services, retail and events can be found across the region, along with high quality educational, medical and recreational facilities. All this, while being tantalisingly close to Brisbane and the Sunshine Coast.

## Primary Role

To provide professional administrative services which support the effective and efficient operation of the Planning and Development branch.

## 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. Assist with Planning and Development enquiries / complaints and provide support to the team ensuring a high level of customer service is provided
3. Provide support to the Coordinator Environment and Planning Services in delivering business outcomes including providing administrative support across the Planning and Development Branch as required
4. Create, maintain, and process applications, statutory renewals for the team
5. Undertake administrative tasks associated with the operation of the branch e.g. maintain Department calendars and requests (e.g. filing, photocopying, answer the phone, managing email, scheduling meetings and events)
6. 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
7. 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
8. Generate requisitions and purchase orders in line with budget allocations and monitor receipt of goods and servicesComplete additional activities and reasonable direction given by management
9. Complete additional tasks and reasonable directions given by Management

## Academic, Trade Qualifications and other Licences

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

## 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

Council employees will comply with health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan.

Council employees will also comply with: -

- Their health and safety duties as stated in Council's policies and procedures
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons

## Customer Service

Council employees 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, Council employees are required to ensure the security and appropriate intended use of Council information at all times.