



Position Description

Position Title:	Water Administration Officer
Position Status:	Permanent, part time
Reports to:	Coordinator Rating
Location:	Administration Building Cnr Tamar and Cherry Streets, Ballina
Applicable Grade:	Grade 8

Position Objective

- To assist in the timely and efficient operation of Council's water and wastewater billing system.
- To provide a high level of customer service when dealing with general enquiries for water and rates from internal and external customers.
- Present a positive image for Council that demonstrates Council's commitment to quality service delivery.

Organisational Relationships

Within Division:	Director Corporate and Community Manager Financial Services Coordinator Rating Water and Wastewater Billing Officer Rates Officer Rating Administration Officers	
Within Council:	General Manager	All Council employees
External to Council:	Members of the public	Local businesses

Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

Customer Service

- Provide a high level of customer service when dealing with general enquires and complaints from both internal and external customers regarding water and wastewater billing functions.
- Promptly, courteously and efficiently respond to telephone and written enquiries for the Rating Section.
- Present a positive image of Council to the public that demonstrates Council's commitment to service delivery.

Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines and position delegation requirements.
- Contribute to the development of Council policies that reflect the culture, values and objectives of the organisation.

Administrative Duties

- Assist in issuing water and wastewater accounts.
- Input data, maintain and update relevant databases and records accurately, including assessments, for the Water and Wastewater Billing Section in line with Council's policies and procedures.
- Upload meter reading data to the database efficiently and accurately
- Provide high level administration support associated with water and wastewater billing operations, including scanning, preparation of documents and filing.
- Establish and maintain quality public relations through effective communications with staff and members of the public.
- Generate water and wastewater reports, check data integrity and take appropriate action as required.
- Carry out any other duties as may be necessary and within your skills, competencies and training.

Work Health and Safety

- Ensure that all work is carried out in accordance with Council's safe work procedures and work health and safety policies.

Teamwork

- Participate as a positive team member and contribute to the achievement of team goals and objectives.

Continual improvement

- Contribute to process, systems and procedures improvements that deliver quality services and projects.

Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately. • Hazards in the work area are recognised and reported to the immediate supervisor. • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
<i>Provide service to customers</i>	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and human resources policies such as timekeeping, records management, WHS and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
<i>Work with others in Council</i>	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
<i>Follow defined ethical guidelines from Council, including its Code of Conduct and uphold Council values</i>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act. • Any potential conflicts of interest are reported immediately to the relevant Council officer. • Support is given to other staff who may wish to report any potential conflicts of interest. • Understand and comply with Fraud and Corruption Policy and Plan.

Selection Criteria

The following essential and desirable criteria must be addressed as part of your application. Applications that do not address these criteria will not be considered.

Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Completion of a certificate in business, administration or related discipline.
- Proven highly developed communication skills, both written and oral.
- Demonstrated excellent customer service skills with experience in a face-to-face customer service role.
- Demonstrated computer literacy with intermediate Microsoft Excel experience and competency with the remaining Microsoft Office applications.
- Demonstrated data entry experience with proven accuracy and attention to detail.
- Proven ability to effectively work independently and as part of a team.
- Class C driver licence.
- Knowledge and understanding of the principles and practices of equal employment opportunity and work health and safety and an ability to apply them to the work practices.

Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Experience in the use of a water and wastewater billing system or similar system.
- Knowledge of Local Government rating processes.

Information Package

Water Administration Officer

(part time, 21 hours per week)

APPLICATIONS CLOSE: Sunday 7 February 2021

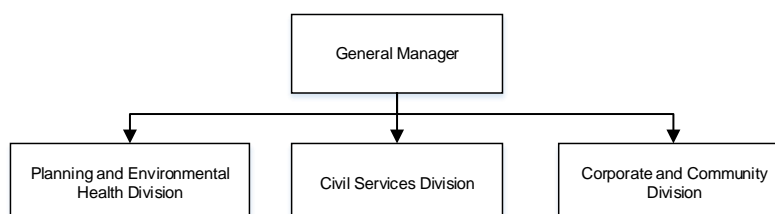
Position Overview

Reporting to the Coordinator Rating, the position of Water Administration Officer is an integral member of a professional rating team responsible for providing quality customer service to our community.

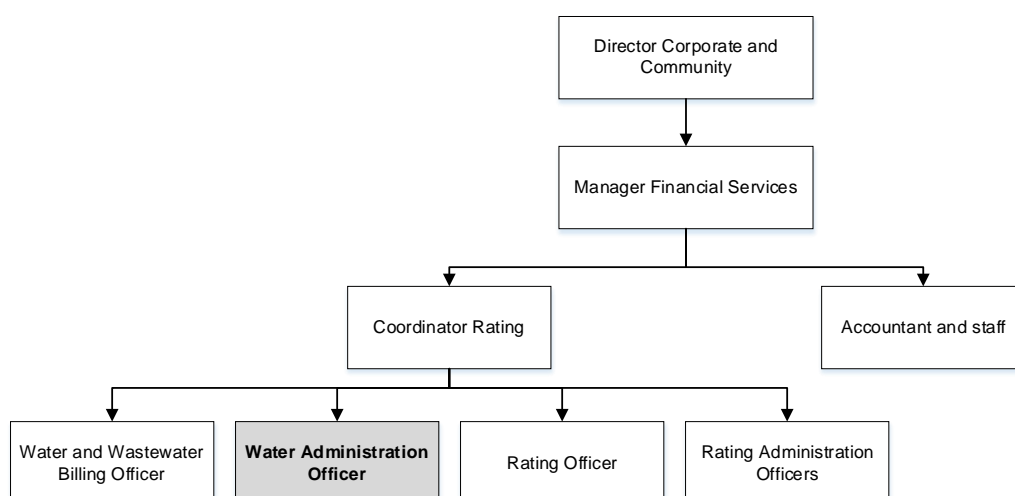
The position will assist in the timely and efficient operation of Council's water and wastewater billing system. A key responsibility is to work closely with the Coordinator and the team to ensure that the section's goals and objectives are achieved.

Structure

Corporate Structure



Section Structure



Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

Vision: The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

Community Values: Creative | Accessible | Respect | Energetic | Safe

Pre-employment Assessments

Prior to being appointed to the position of Water Administration Officer, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-Employment Medical self assessment – the completion of Council's Pre-employment Medical Self Assessment form to assess overall health and well-being to determine suitability to the duties of the position.
- Criminal History Check.

Hours of Work

Hours of work for this part time position are 21 hours per week.

Remuneration Package

Conditions of employment will be in accordance with the terms and conditions of the Local Government (State) Award 2020. The part time position of Water Administration Officer is assessed at Grade 8 under Council's salary structure, and provides an annual salary range of \$34,000 to \$39,100 (plus superannuation), dependent upon experience, skills and qualifications.

In addition, the position will have access to a range of other benefits including educational assistance initiatives, a very attractive training support program and a subsidised non-compulsory uniform.

Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Water Administration Officer are listed in the Position Description. Applications that do not address these criteria will not be considered. In addition, a resume with the following details needs to be provided:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

Submission of Application

Applications can be submitted on line via the following link:

<https://ballina.nsw.gov.au/careers>

Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Water Administration Officer is as follows:

Closing date: Sunday 7 February 2021

Interview date: Week commencing 22 February 2021

Candidates notified of outcome: Week commencing 1 March 2021

For further information on this recruitment process, please contact Council's People and Culture section on 02 6686 1443.