

# Position Description

## Position Summary

|                          |   |
|--------------------------|---|
| <b>Position Title:</b>   | Administration Assistant - Workshop       |
| <b>Position Status:</b>  | Permanent, full time                      |
| <b>Reports to:</b>       | Coordinator Workshop                      |
| <b>Location:</b>         | BSC Depot   Southern Cross Drive, Ballina |
| <b>Applicable Grade:</b> | Grade 5                                   |

## Position Objective

- To provide a high level of customer service and administration support in relation to Council's workshop operations.
- To source resources required to carry out the service, repairs and maintenance of Council's plant and equipment.
- To provide a high level of customer service when dealing with general enquiries from internal and external customers and present a positive image for Council that demonstrates Council's commitment to quality service delivery.

## Organisational Relationships

|                             |   |
|-----------------------------|---|
| <b>Within Department:</b>   | Director Corporate and Community<br>Manager Facilities and Services<br>Coordinator Workshop<br>Workshop staff |
| <b>Within Council:</b>      | General Manager<br>Coordinator Fleet<br>All Council employees   |
| <b>External to Council:</b> | Members of the public<br>Local businesses<br>Suppliers  |

## 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 in relation to Workshop matters.
- Promptly, courteously and efficiently respond to telephone enquiries for the Workshop.
- Provide customer service assistance support to the store and depot to help support the overall effective operations of Council's depot.
- Present a positive image of Council to the public.

### Administration

- Provide high level administration support associated with Workshop operations.
- Source goods and materials to maximise cost value benefit and ensure timely delivery to correct location.
- Complete administration functions associated with fleet / vehicle service and repair and delivery and handover, including coordination / administration of registration renewals and vehicle servicing.
- Establish and maintain quality public relations through effective communications with staff and members of the public.
- Assist in maintaining security of the workshop.
- Maintain relevant databases and records for the Workshop.
- Assist in preparation of fleet servicing programs.
- Ensure information is updated and maintained in Council's electronic document management system in accordance with Council's policies and procedures.
- Carry out any other duties as may be necessary and within your skills, competencies and training.
- All other duties as directed, including assistance in all sections of Council.

### Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Maintain clear, concise and accurate records for the Workshop in accordance with Council's policies and procedures.
- Contribute to the development of Council policies that reflect the culture, values and objectives of the organisation.

### 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.
- Provide assistance with depot and workshop site inductions in accordance with WHS procedures.

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

## 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.
- Demonstrated experience in administration and customer service with the ability to deliver agreed outcomes on time.
- Proven sound interpersonal skills with the ability to provide excellent customer service.
- Proven well developed communication skills, both oral and written.
- Demonstrated ability to work independently and in a team environment.
- Demonstrated computer literacy with an efficient typing speed and experience in the Microsoft Office suite of applications and other corporate software.
- 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 work practices.

### Desirable

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

- Certificate III Business Administration or equivalent.
- Demonstrated experience in spare parts, including the processing of orders, and servicing administration within the automotive and heavy plant repair industry.
- Experience with specialised spare parts computer systems and/or fleet management systems.
- Experience in the utilisation of electronic document management and computerised financial management systems.

# Information Package

## Administration Assistant - Workshop

**APPLICATIONS CLOSE: Friday 26 August 2022**

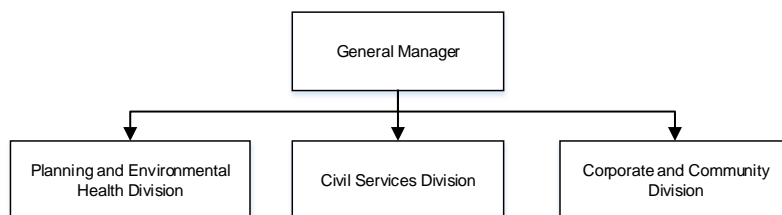
### Position Overview

Reporting to Council's Coordinator Workshop, this position is responsible for providing high level customer service and administration support to enhance the efficiency of Council's Workshop operations.

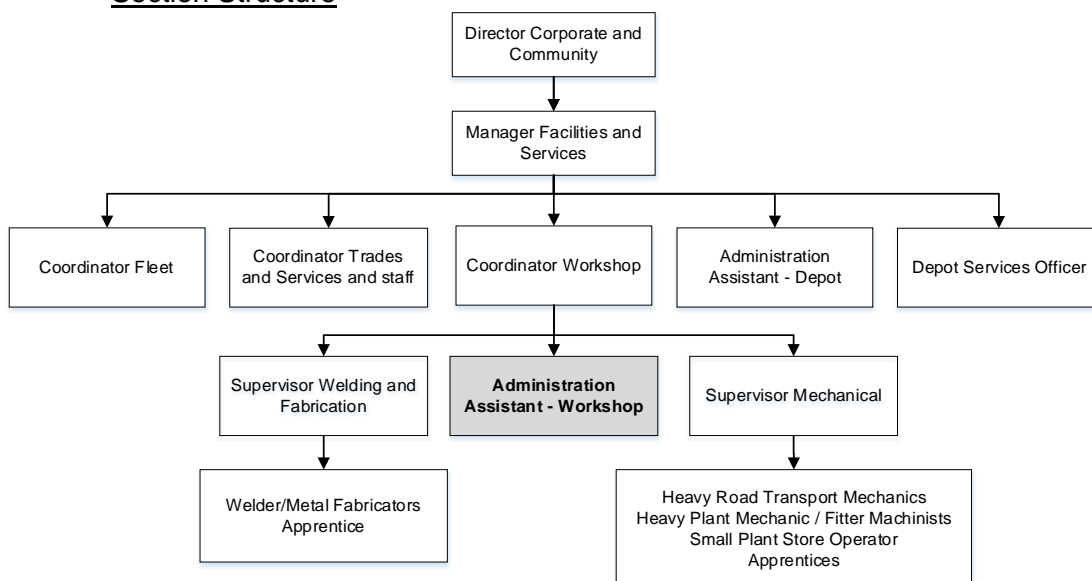
This position will work closely with the Workshop team to ensure the provision of high quality customer service and the achievement of section goals and objectives.

### 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 Administration Assistant - Workshop, 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. Council will then determine the requirement for a medical assessment undertaken by a general practitioner.

## Remuneration Package

Conditions of employment will be in accordance with the terms and conditions pursuant to the Local Government (State) Award. The position of Administration Assistant - Workshop is assessed at Grade 5 under Council's salary structure, providing an annual salary range of \$53,200 to \$61,100 (plus superannuation) dependent upon experience, skills and qualifications.

In addition, Council employees have access to a range of other benefits including a 19 day month rostered day off working arrangement, educational assistance initiatives and a very attractive training support program.

## Application Requirements

Applicants must submit documentation addressing the selection criteria for the position. The essential and desirable criteria for the position of Administration Assistant - Workshop 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 link:

Careers | Ballina Shire Council ([nsw.gov.au](https://nsw.gov.au))

## 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 this recruitment process is as follows:

Closing date: Friday 26 August 2022

Interview date: Week commencing 12 September 2022

Candidates notified of outcome: Week commencing 19 September 2022

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