

POSITION DESCRIPTION				
Position Title:	Support Officer – Temporary Employment Pool	Position No:	C1557 - LGO Level 1	
Directorate:	As required - Various	Section:	Various	
Reports To:	Temporary Employment Placement Officer and relevant Work Area Supervisor	Location:	Fraser Coast	
Version No: Jan 2021	Evaluated: <b>JC38</b>	Status: <b>Approved</b>	By: <b>EM OD&amp;C</b>	Next review: <b>Jan 2023</b>
Position Objective Provide routine administrative assistance and support to various departments across Council.			Our Values Trust Respect Accountability Initiative Teamwork Service	
Key Responsibilities and Indicators				
Key Result Areas	Key Accountabilities		Performance Indicators/Outputs	
Administrative and General Office Support	<ul style="list-style-type: none"><li>➤ Undertake routine administrative and general duties and provide routine information, displaying professionalism, empathy and tact when in person, via telephone and/or electronic means.</li><li>➤ Provide accurate, timely and appropriate information and assistance as required.</li><li>➤ Receive requests for information and services and respond based on knowledge available, wherever possible, routine enquiries and transactions are concluded at the first point of contact.</li><li>➤ Maintain effective communications with other Council Departments to enhance information sharing and to ensure a high level of customer service.</li><li>➤ Conduct all dealings with both internal and external clients professionally, thereby maintaining the profile and perception of Council within the community.</li><li>➤ Provide routine secretarial and administrative support to the area and perform administrative tasks to assist in the management of the office in an organised, efficient, and effective and customer focused manner.</li><li>➤ Compose routine correspondence, agendas, minutes, interoffice communication, and other documentation as required.</li><li>➤ Process files and records, etc. in accordance with the Council Records Management policies and guidelines.</li><li>➤ Enter, retrieve and maintain data in various Council data bases and application management systems.</li></ul>		<ul style="list-style-type: none"><li>➤ Attend to customers promptly.</li><li>➤ Requests directed to appropriate officer for response.</li><li>➤ Well presented, business attire and name badge at all times.</li><li>➤ Timely and accurate information supplied.</li><li>➤ Displays respect, courtesy and understanding.</li><li>➤ Provides a professional and timely response.</li><li>➤ Confidentiality is maintained.</li><li>➤ Displays willingness to assist others, share knowledge and cooperate.</li><li>➤ Tasks are undertaken in an efficient and timely manner.</li><li>➤ Able to learn and perform in multiple data bases</li></ul>	

	<ul style="list-style-type: none"> <li>➤ Assist in coordinating the maintenance of stationery and office supplies for the area.</li> <li>➤ Maintain knowledge of legislations, policies and procedures.</li> </ul>	
<b>Adaptability, Team Work, Communication &amp; Organisational Skills</b>	<ul style="list-style-type: none"> <li>➤ Actively contribute to the success of the work teams by performing backfilling duties across various departments and performing various tasks as required.</li> <li>➤ Plan and prioritise workload to meet the required time frames set down by departmental service level agreements.</li> <li>➤ Achieve positive customer interactions through effective communication, problem solving and conflict resolution.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Adaptability in working with various teams and performing variety of tasks.</li> <li>➤ Receptive and open to feedback.</li> <li>➤ Time frames met within service levels agreed.</li> <li>➤ Accurate and relevant information provided.</li> <li>➤ High level customer satisfaction.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>➤ Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.</li> </ul>	<ul style="list-style-type: none"> <li>➤ 99% compliance with Monthly Action Plans.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council risk management KPIs.</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council's Records management policies and procedures.</li> </ul>
<b>Code of Conduct and EEO</b>	<ul style="list-style-type: none"> <li>➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>➤ Provide a high level of customer service to internal and external customers.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council's Customer Service Standards management policy.</li> </ul>
<b>Sustainability Requirements</b>	<ul style="list-style-type: none"> <li>➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council's planning framework and is incorporated into all facets of decision making and policy development.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council's Sustainability Charter.</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value's associated behaviours.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council's 'TRAITS' campaign.</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Tasks are undertaken in an efficient and timely manner.</li> </ul>

#### Selection Criteria

1. Sound interpersonal and communication skills with an ability to self-regulate behaviour whilst professionally and courteously listening and responding to customer needs face to face, telephone or electronic means.
2. Demonstrated adaptability to work in multiple departments and ability to gain knowledge of relevant operations and activities of a Local Government entity.
3. Demonstrated ability to contribute to a team which values a positive working environment, self-development and initiative.
4. Ability to prioritise work demands and complete activities within defined timeframes.
5. Knowledge and understanding of administrative duties.
6. Knowledge and basic level computer skills.

Qualifications/Licences			
Mandatory			
Desirable	<ul style="list-style-type: none"><li>➤ General knowledge of or an ability to acquire knowledge of Local Government policies, practices and procedures.</li><li>➤ Previous experience in Customer Service and Business Administration</li><li>➤ Undertaking an AQF 3 or lower in business or administration</li></ul>		
Licences	<ul style="list-style-type: none"><li>➤ Current Class C Driver’s Licence</li></ul>		
Mandatory Training	<ul style="list-style-type: none"><li>➤ Work Health and Safety</li><li>➤ Duty of Care</li><li>➤ Code of Conduct</li><li>➤ Manual Handling</li><li>➤ Fire and Evacuation</li><li>➤ Corporate Systems</li></ul>		
Conditions of Employment			
Status	Casual / Temporary		
Award	Queensland Local Government Industry (Stream A) Award – State 2017		
Agreement	Fraser Coast Regional Council Certified Agreement 2021		
Classification Stream	Administrative, clerical, technical, professional, community service, supervisory and managerial services		
Classification	LGO Level 1		
Allowances	As per Fraser Coast Regional Council Certified Agreement 2021		
Progression	As per Fraser Coast Regional Council Certified Agreement 2021		
Work Pattern	Casual on call roster	Hours/Week	Casual on call roster
O/T Payable	As approved by Manager/Supervisor		
Uniform	As per Dress Standard and Corporate Uniform Management Policy		
Other			
Position Number:	C1557 – LGO Level 1	Position Title:	Support Officer – Temporary Employment Pool

I, \_\_\_\_\_, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/20\_\_