

POSITION DESCRIPTION

Our values:



Position title:	Administration Process Officer
Job code:	2526
Section:	Commercial Services
Position reports to:	Business Manager Commercial Services
Band and level:	Band 2 Level 1
Salary grade:	8
Staff management:	No
Budget responsibility:	No

Primary function:

The Administration Processing Officer will provide administrative and support services for the functions units within the Commercial Services and their team in line with corporate policies, procedures, directives and legislative requirements. This role ensures the smooth running of the business area by performing a range of administrative processing and support functions within a political, complex and multi-faceted organisational environment.

From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Person description:

- The right person for this role will be self-motivated, proactive, observant and aware.
- They will be a team player.
- They will be quick to learn new skills.
- They will be adaptable, flexible and love working in an agile environment.
- They will have excellent time and task management skills.
- They will have a real eye for detail and very high standards.
- They will have excellent computer skills especially in Microsoft Office.
- They will ask for help or let the team know of any issues early and come to the table with solutions.
- They will be an advocate for change and always looking for ways they can do their job better.
- They will be an excellent communicator who goes out of their way to develop strong internal networks.
- They will exceed expectations and deliver on promises.
- They will embody Council's values.

Key Responsibility Area or Outcome to be delivered	Performance Standard or Primary Activities
Business Support	<ul style="list-style-type: none"> • Provide administrative support to the Commercial Services Businesses maintaining data bases and registers, meetings, mailouts, TRIM and data entry as required. • Provide high level meeting support including agendas, minutes, research for Council reports, notes, room bookings, catering, meeting attendance, correspondence and liaison for meetings • Provide administrative support for requests for quotations, including formatting, combining files, use of vendor panel, logging to TRIM, running sheet, acknowledgements and correspondence. • Provide administrative support for Grants and Award applications including research and drafting of documents. • Support major projects across the Businesses as required. • Other duties as required and within the employee's range of skills, competence, training and/or experience.
Technical Support and System Operations	<ul style="list-style-type: none"> • Process airport visitor cards, airside driving permits, inspection records, section inductions, log forms, ASIC cards. • Ensure the integrity of databases used throughout Commercial Services • Maintain high level skills in the operation of computer applications such as word processing, spreadsheets, databases. • Provide accurate and complete information to customers (internal and external). • Provide support to Commercial services businesses including word processing and filing • Creation and maintenance of Commercial Services forms. • Produce weekly reports for fleet services.
Governance, Risk and Compliance	<ul style="list-style-type: none"> • Administer payments, creating requisitions of work orders as required • Undertake banking and cash reconciliation for the container deposit scheme depot at waste • Make safety an integral part of work, it is everyone's responsibility to implement the expected behaviours of our organisation • Comply with Council's Procurement Guidelines and processes • Ensure integrity of data • Maintain currency of knowledge base of internal procedures/process and external legislation that influences business activities • Maintain confidentiality at all times
Excellence in customer service and public relations	<ul style="list-style-type: none"> • Provide a high level of customer service to manage the expectations of internal and external customers in the

	resolution of their issues <ul style="list-style-type: none"> • Enhance your knowledge base
Enhance Councils reputation	<ul style="list-style-type: none"> • Accept ownership to accomplish new and different requests • Explore opportunities to add value to the job
Team harmony	<ul style="list-style-type: none"> • Commitment to fostering and participating in a positive team environment • Be flexible and adaptable to the changing needs of the team • Participate and contribute • Be available to take on other roles as required (e.g. in leave periods)

Entry level requirements:

- Ability to ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
- Competency in general administrative and clerical tasks such as telephone skills, record keeping and photocopying.
- Client service focus.
- Good interpersonal, teamwork and communication skills.
- Time management skills and attention to detail.
- Organisational abilities in setting priorities, scheduling tasks and meeting deadlines.
- Skills and experience in using information technology; MS Word, Outlook, Excel, Publisher, Access.
- Cash handling, banking
- Ability to apply relevant policies and procedures.
- Competent keyboard skills, records maintenance and management.
- Ability to operate and perform basic maintenance of PCs and related software, printers, photocopiers, laminators, and binders.
- Adaptability; ability to respond to change and a problem-solving outlook.
- Undertake sustainable work practices that align with Council's commitment to the principles of sustainability.
- Capacity to manage workloads and competing priorities effectively

Qualifications and experience:

- Relevant Certificate III or equivalent
- Suitable experience in an administrative processing role
- Class C Class Licence