



Moreland City Council

## POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Administration Officer — Roads Unit
<b>POSITION NO:</b>	2695
<b>CLASSIFICATION:</b>	EBA Classification Band 4
<b>AWARD / LWAA:</b>	Moreland City Council Enterprise Agreement
<b>DEPARTMENT:</b>	City Infrastructure
<b>BRANCH:</b>	Roads, Fleet and Waste
<b>WORK UNIT:</b>	Operations Centre Units
<b>REPORTS TO:</b>	Unit Manager Roads
<b>SUPERVISES:</b>	Nil
<b>PREPARED BY:</b>	Unit Manager Roads
<b>APPROVED BY:</b>	Manager Roads, Fleet and Waste

Moreland's Values are mine!

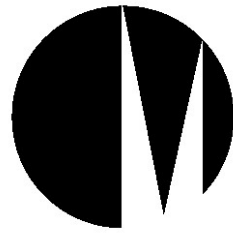


DATE CREATED: June 2020

DATE MODIFIED: March 2021

DATE APPROVED:

DATE PRINTED:








## Moreland City Council

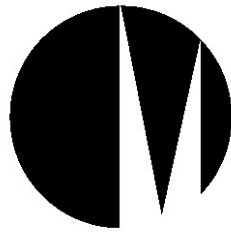
*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

### 1. POSITION OBJECTIVES:

This position is responsible for providing administration support to the Roads Unit in areas of civil infrastructure maintenance, rapid response, asset protection, inspections and vehicle crossings. The incumbent is responsible for the following tasks:

- Ensure customer requests are allocated to appropriate areas of the Roads Unit or other parts of the organisation in a timely manner.
- Process and generate requests for purchase orders and invoices as requested by the Roads Unit team.
- Respond to calls received through customer service on any queries regarding services or works conducted by the Roads Unit.
- Generate and process orders for all goods and services.
- Assist staff with the ordering of uniform and personal protective equipment.

Value	Statement
	We acknowledge our main purpose is to work with our Community and customers
	I will support and value others
	I take pride in my work and am responsible for doing it well
	I will do what I say
	We will work within and across the organisation to achieve community outcomes
<b>DATE CREATED: June 2020</b>	
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## **2. KEY RESPONSIBILITY AREAS:**

The Administration Officer is specifically responsible and accountable for tasks including but not limited to the following:

### **Systems Management**

- Allocation of customer requests to appropriate staff within the Roads Unit using Council's customer request software.
- Creation of work orders using Council's Asset Management System.
- Processing of invoices and generating purchase orders using financial software.
- Using GIS software to support Roads Unit customer requests.
- Provide updates to the Council websites as requested by Roads Unit staff.
- Using electronic document management system to keep up to date records of correspondence and investigations carried out by the Roads Unit staff.
- Assist in the development and improvement of processes and procedures.

### **Customer Service**

- Provide prompt assistance to the public with a range of telephone and counter enquiries/requests relating mainly to the Roads Unit.
- Liaise with other Council Departments to transfer requests that relate to other areas of the organisation.
- Scheduling of inspections on behalf of the Roads Unit staff for customer requests, permits, vehicle crossings and civil and drainage inspections.

### **Administration, Data Entry and Word Processing**

- Word processing including general correspondence and, Council reports, contract documentation, meeting agendas and minutes, emails, photocopying, filing and other reports as required.
- Providing information to staff and management on active purchase orders and outstanding balances.
- Process and distribute mail for the Roads Unit, including monitoring incoming emails directed to the various Roads Unit email boxes.
- Prepare invoices for various works undertaken by Roads Unit staff.
- Take bookings and issue permits
- Preparation of invoices and refunds for bonds.



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- Preparation of briefs of evidence.
- Conduct routine ordering of all stationary and office supplies that are required by the Roads Unit.
- Participate in regular meetings with team members to discuss service levels and issues, systems development and performance targets.

### **Continuous Improvement**

- Contribute to the development and effective implementation of the Moreland Best Value/Continuous Improvement system in the work area/unit and achievement of quality outcomes.

### **Occupational Health & Safety**

- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the MoreSafe Manual.
- Immediately report any accidents, near misses or hazards to the relevant supervisor and take appropriate action.

### **Environmental Sustainability**

- Promote and participate in a culture of environmental sustainability.

### **Diversity & Equity**

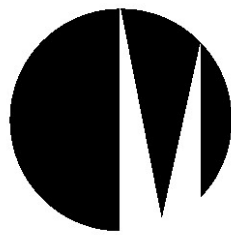
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

### **Information Technology**

- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.
- Provide input to the development and implementation of mobile computing technology as part of Council's Asset Management Programs or other similar projects.

### **Other duties**

- Required to undertake other duties as directed.



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### **3. ORGANISATIONAL RELATIONSHIP:**

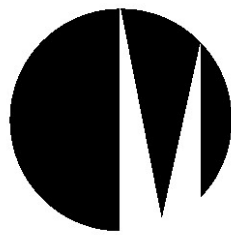
<b>Reports to</b>	Unit Manager Roads
<b>Supervises</b>	Nil
<b>Internal Liaison</b>	Operation Centre Managers, Unit Managers, Coordinators And Works Officers Operations Centre based staff Citizens Services staff Council staff
<b>External Liaison</b>	Residents/public Suppliers/service providers Utilities/Service Authorities Contractors

### **JOB CHARACTERISTICS RELEVANT TO THE POSITION**

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 4 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 4, Clause 4)

### **4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Accountable to the Unit Manager Roads and will work under their guidance and direction in the performance of all duties.
- Authorised and expected to seek and provide information and advice to residents/public and Council officers.
- Accountable for issuing penalty reminder notices for unpaid infringements.
- Accountable for following up appeals for infringements within the allocated time frame.
- Authorised to request additional information from Council staff to fulfil customer requests.



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## **5. JUDGEMENT AND DECISION MAKING:**

- Ensure all work is completed within agreed timeframes and kept up-to-date in the established format and to the required standard of accuracy.
- Sound judgement and initiative is expected with guidance available from the Unit Manager Roads.

## **6. SPECIALIST KNOWLEDGE AND SKILLS:**

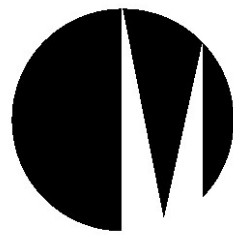
- Highly proficient with Microsoft Office suite (e.g. Word and Excel).
- Knowledge of asset management, financial and record keeping software packages.
- High level customer service skills along with an ability to effectively communicate with customers in relation to queries.
- Knowledge of and ability to communicate the detail of Council's functions, organisation structure and policies as they relate to the City Infrastructure Department.

## **7. MANAGEMENT SKILLS:**

- Ability in managing time, setting priorities, planning and organising own workload within agreed time frames.
- Ability to work efficiently and effectively with minimal supervision and direction.
- Adaptable towards changes in the work place relating to continuous improvement.
- Ability to initiate appropriate action to ensure the customer receives the best possible service.

## **8. INTERPERSONAL SKILLS:**

- Sound written and verbal communication skills to communicate with customers and stakeholders.
- Ability to effectively deal with customers either in person including challenging and difficult customers.
- Ability to discuss and resolve issues with customers associated with Roads Unit functions.
- Ability to work as part of a team supporting a range of functions within the Roads Unit.

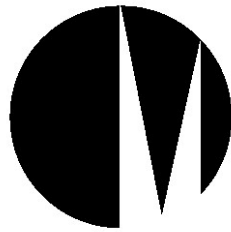


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- Ability to provide and gain cooperation of other staff in responding to Council enquiries.
- Ability to quickly acquire an appropriate level of knowledge of the policies and procedures of various units and branches throughout the organisation.

**9. QUALIFICATIONS AND EXPERIENCE:**

- High level of proficiency in the use of computer software packages including Microsoft Office suite (e.g. Word and Excel).
- Demonstrated knowledge and experience in office administration.
- Sound written and verbal communication skills.
- VCE or equivalent knowledge and skills gained through on the job experience.



## 10. PHYSICAL REQUIREMENTS OF THE POSITION

### TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

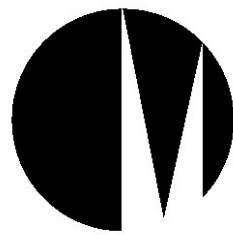
Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights:				
• above 10kgs	( )	( )	( )	( )
• below 10kgs	( )	( )	(x)	( )
Manual handling frequency	( )	( )	(x)	( )
Repetitive manual work	( )	( )	( )	(x)
Repetitive bending/twisting	( )	( )	(x)	( )
Working with arms above head	( )	( )	(x)	( )
Lifting above shoulder height	( )	( )	(x)	( )
Using hand tools — vibration/powerful	( )	( )	( )	(x)
Operating precision machinery	( )	( )	( )	(x)
Close inspection work	( )	( )	( )	(x)
Wearing hearing protection	( )	( )	(x)	( )
Wearing eye protection	( )	( )	(x)	( )
Working in dusty conditions	( )	( )	(x)	( )
Working in wet/slippery conditions	( )	( )	(x)	( )
Wearing Gumboots	( )	( )	( )	(x)
Wearing safety shoes/boots	( )	( )	( )	(x)
(steel cap)				
Working with chemicals / solvents / detergents	( )	( )	(x)	( )
Washing hands with soap (hygiene)	( )	( )	(x)	( )
Working at heights	( )	( )	( )	(x)
Working in confined spaces	( )	( )	( )	(x)
Working in chillers (+4 degrees C)	( )	( )	( )	(x)
Performing clerical duties	(x)	( )	( )	( )
Working on a keyboard	(x)	( )	( )	( )
Driving cars and/or trucks	( )	( )	(x)	( )
Other (please specify) _____	( )	( )	( )	( )

Other special features (e.g. nature of chemicals, travelling requirements, etc):

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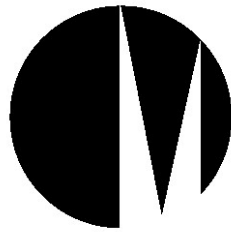




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## **11. KEY SELECTION CRITERIA**

- Demonstrated experience working in a similar office environment producing general correspondence, reports, contract documentation, meeting agendas, meeting minutes, emails and other reports.
- Demonstrated ability and flexibility to work as part of a team supporting a range of work areas.
- High level of proficiency in the use of computer software packages including Microsoft Office suite (e.g. Word and Excel).
- Proven data input, word processing and typing skills.
- Demonstrated ability to provide high standards of customer service and ability to communicate effectively with people from diverse backgrounds.
- Willingness to work staggered rosters.



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**SIGNATURE PAGE**

I accept the key responsibilities of the position as outlined above.

..... Date     /     /  
(Staff member's signature)

..... Date     /     /  
(Supervisor/Manager's signature)

Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.