

Position Description



Position Title:	Administration Officer
Position Number:	PP0298
Purpose of Position	This position is required to provide professional administrative support to the Development & Regulation Department, working as part of a centralised team
Grade of Position:	Band 3 May be responsible for supervising staff in operational duties or for work requiring the application of trades, administrative or technical skills.
Hours of Work:	35 hours per week
Department:	Development and Regulation
Section:	Administrative Support
Position Reports to:	Administration Systems Coordinator
Number Supervised:	Nil
Approved by:	Director Development and Regulation April 2021

CONTACTS

Key Contacts Within Department

- Administration Systems Coordinator
- Senior Administration Officer
- Administration Team
- Team Leaders
- Manager Development Assessment Services
- Manager Compliance and Regulation
- Director Development and Regulation

Key Contacts in Other Departments`

- Customer Service Team
- IT Department
- Accounts Department
- Depot Services

Key Contacts Outside Council

- Members of the general public

Budget Allocation: N/A

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

Signature:

..... Date:

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GENERIC OUTPUTS OF POSITION

- **Comply with WHS Legislation, Policies and Procedures**
 - Maintain a high standard of housekeeping and a safe work area
 - Identify and report all Hazards for your area
 - Wear required Personal Protective Equipment (PPE)
 - Participate in the development and review of Risk Assessments
 - Adhere to control measures and safe systems of work
 - Report all Incidents and near misses
 - Meet reporting timeframes
 - Comply with the Return to Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
 - Act to prevent workplace harassment, discrimination and bullying
 - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
 - Comply with Council's Statement of Business Ethics
 - Behave ethically and transparently
 - Contribute towards the achievement of Council's strategic plans
 - Lead by example
 - Support sustainable programs and activities
 - Learn and comply with Council's strategies, policies and procedures
 - Act with care for the local environment and community
 - Take responsibility for your actions
 - Care for Council's people, assets and finances
 - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
 - Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures and the State Records Act
- **Perform as a Team Member**
 - Productively contribute to the outcomes of work teams
 - Work cooperatively with team members and supervisor
 - Maintain an attendance record that contributes positively to team productivity
 - Carry out allocated tasks to standards required
 - Use good judgement and problem solving skills
 - Obey all lawful instructions
 - Attend and positively contribute to team meetings
 - Work cooperatively to achieve Work Plan timeframes and measures
 - Regularly review with supervisor own performance against required outcomes
 - Complete an annual performance assessment and Work Plan
- **Complete required learning and development programs**
 - Learn and share knowledge
 - Complete induction/re-induction program
 - Complete job-specific training programs
 - Complete relevant legislative-based training
 - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
 - Be accessible and provide customers with clear and accurate information
 - Deliver timely, punctual and reliable service to customers
 - Communicate with customers in a professional and courteous manner
 - Maintain a good flow of communication with customers
 - Manage customer enquiries, records and complaints
 - Complete all paperwork and on-line recording within required time limits
 - Maintain a high standard of personal grooming and hygiene
- **Maintain Workplace Security**
 - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

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ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificates

- Certificate qualification in administration/office procedure or relevant work experience.

2. Required Experience

- Demonstrated experience in general office environment including well developed skills in numeracy, spelling, PC and accuracy attributes
- Demonstrated quality customer service

3. Required Skills

- High level of written and verbal communication skills and ability to deal with people at all levels
- A minimum typing speed of 50wpm
- Well rounded MS Office skills specifically including Word and Excel
- Well-developed time management skills
- Analytical and problem solving skills
- Ability to work independently and as part of a team

OPERATIONAL OUTPUTS OF PERSON IN POSITION

- Answer incoming department telephone calls and action as appropriate
- Provide assistance to both internal (staff) and external (residents) clients.
- Prepare appropriate responses to written correspondence accurately and in accordance with KMC standards and procedures
- Prepare referrals to technical officers and other departments and authorities
- Monitor workflows of technical officers and other departments and authorities
- Update department tracking systems including data entry of inspection results, service of orders, issue of certificates and other information as may be required
- Undertake searches including document, information and site history
- Stamping and collating of approved plans and other documents
- Maintain statistical information
- Processing of team purchase orders and reconciliation of same
- Assist/provide training of other members of staff as and when required.
- Maintain departmental filing system
- General Administration functions for team such as photocopying, printing, set agendas, record meeting minutes and faxing
- Learn new technologies as appropriate
- Maintain and update as required, general administrative forms, templates and development application related brochures
- Carry out such other tasks and responsibilities as may be assigned which would be based on the changing needs of the organisation consistent with the employee's skill and abilities, which will include multi-skilling in administrative colleagues tasks