

POSITION DESCRIPTION	
Title:	Administrative Assistant
Group:	Various
Reports to:	Various
Grade:	8
Hours:	Various
Vehicle:	No
Position Purpose	
Provide administration support to enable the delivery of excellent customer services to internal and external customers, projecting and promoting the image of Council as competent, courteous and efficient.	
Qualifications and Experience <i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential Grade 8:</u></p> <ul style="list-style-type: none"> • Qualifications in Business Administration and/or relevant experience in an administrative role • Proven ability to provide high level administrative support • Well developed interpersonal, written and oral communication skills • Strong customer service skills • Proficient with a range of business and word processing software and the ability to adapt to new software packages • Demonstrated ability to work effectively within a team • Good time management skills with the ability to prioritise and meet deadlines • Ability to use initiative to solve problems • Experience in making suggestions for improvements to a quality management system or suggestions for other business improvements <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Understanding of the roles and functions of Local Government • Experience using ECM software, Technology One 	

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call this the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

- Provide administrative support to the area including photocopying, faxing, processing mail, cash handling and preparation of correspondence
- Preparing MS Word and Excel Spreadsheets as required
- Accurate and timely maintenance of records and reference systems including computer based information systems in accordance with Council's policies and procedures
- Provide secretarial support as required, including word processing, filing and taking/distributing minutes of meetings
- Timely and courteous delivery of customer service across a range of Council functions to both internal and external customers through answering telephone, counter and written enquiries
- Contribute to effective teamwork by assisting others as required
- Assist customers in the use of technology and equipment
- To follow Council's purchasing and approved cash handling procedures
- Assisting with the co-ordination and preparation of meetings and functions as required
- Other duties within limits of skills, experience and competence as directed by supervisor

Work Health & Safety

- Required to take reasonable care of self and others in the workplace
- Cooperate with all health and safety policies and procedures agreed to by management and staff
- Report any unsafe conditions that are identified
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- To conduct yourself at all times in accordance with Council's Core Organisation Values when dealing with Council, Community, Customers and Councillors (4C's).

Organisational Values

- Apply and demonstrate Council's Core Organisation Values - Collaboration, Accountability, Integrity, Respect, Sustainability
- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's; Community, Councillors, Customer and Council