

POSITION DESCRIPTION	
Title:	Administration Officer - Weighbridge
Group:	Asset Strategy
Reports to:	Technical Officer – Business Systems and Support
Grade:	10
Position Allowances:	Adverse Working Conditions Allowance – Level 2
Hours:	38 hours per week, 9 day fortnight, additional hours and overtime as required
Number of Direct Reports:	Nil
Number of Indirect Reports:	Nil
Vehicle:	No
Position Code:	81308, 81309
Pre-placement Medical:	Required
National Police History Check:	Required
WWCC Check:	Not required
Date Developed:	September 2015
Position Purpose	
<p>To deliver excellent customer services to internal and external customers, projecting and promoting the image of Council as competent, courteous and efficient. Perform general administrative duties as directed by the Technical Officer – Business Systems and Support and Operations Manager Waste Services.</p>	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Qualification in Office Administration or equivalent discipline or related experience. • Excellent interpersonal and communication and negotiation skills particularly in dealing with members of the public. • Ability to work without supervision and prioritise daily work activities with a team environment. 	

- Previous cash handling experience.
- Literacy and numeracy skills with ability to read and interpret operational instructions, procedures and information relating to weighbridge operations.
- Demonstrated knowledge and use of Microsoft Office suite of software, UHF radio and mobile devices.
- Ability to quickly learn new computer software applications.
- Demonstrated data entry skills.
- Problem solving skills.
- Ability to develop and complete basic reports as required.
- Experience in contributing to improvements to a quality management system or making suggestions for other business improvements.
- Physically capable to perform clerical and administrative tasks.
- General Induction for Construction Work Certificate (White Card) or ability to obtain prior to employment.
- Ability to pass a National Police History Check.

Desirable:

- Current NSW Class C driver's licence.
- Certificate III in business/administration.
- Certificate II in Waste operations.

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.

- Operate weighbridge including cash handling, receipting, reconciling, banking and Wasteman computer system.
- Maintain the Wasteman computer system by entering new customers and maintaining current accounts.
- To provide efficient administrative assistance to the Technical Officer – Business Systems and Support and Operations Manager Waste Services.
- To provide effective and efficient customer service, including telephone and counter enquiries.
- Word Processing and spreadsheet development and management as required.
- General administrative duties including distribution and processing of mail, photocopying, faxing and providing information to customers and contractors.
- Accurate and timely maintenance of Councils records, using various computer based information systems.
- Two-way radio communications, if required.

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.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

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

6. Position Description and Competency Assessment Record

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
Salary Step 1				
Progression is subject to the ongoing demonstration of the essential skills required for appointment to the position as well as the following additional competencies (skills). Typically, the time taken to acquire and use Level 1 skills is 3 months experience and/or training	In relation to each of the main tasks identify the assessment criteria (the agreed standard for the use of skills in performing the task) which will provide evidence that the skills have been applied to the required standard.			
Operate weighbridge including cash handling, receipting, reconciling, banking and Wasteman computer system	<u>Basic level</u>			
Maintain the WasteMan computer system by entering new customers and maintaining current accounts	<u>Basic level</u>			
To provide efficient administrative assistance to the Waste Depot and Operations Manager	<u>Basic level</u> Ability to operate communication facilities, telephone, fax, email. Ability to plan for resources needed to complete the job.			
To provide affective and efficient customer service, including telephone and counter enquiries	<u>Basic level</u> Ensure customers are dealt with in a professional manner with supervision.			
Word Processing and spreadsheets development and management as required	<u>Basic level</u> Edit existing documents and create simple documents with supervision.			
General administrative duties including distribution and processing of mail, photocopying, faxing, and providing information to customers and contractors	<u>Basic level</u> Operates fax, photocopier, printers, etc., troubleshooting problems, replacing toners, print cartridges, paper and assisting customers and Council staff to use Demonstrated ability to undertake basic administrative duties including data entry, filing and document registration and production			

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
	Collects payments due, provides change, and writes receipts efficiently and accurately. Secures monies at closing times.			
Accurate and timely maintenance of Councils records, using various computer based information systems	<u>Basic Level</u>			
Two-way radio communications, if required	<u>Basic level</u> Messages are received and relayed accurately with supervision.			
Adhere to Shellharbour City Council's corporate standards, systems and procedures	<u>Basic level</u> Complete essential elements of Council 3 month induction Provide effective service to customers Follow defined OHS policies and procedures Ability to work as part of a team Ability to accept responsibility for and manage own work Knowledge of Council's information systems: <i>Which may include:</i> <ul style="list-style-type: none"> • Waste Man • Microsoft Office • Finance One 			
Salary Step 2				
Progression is subject to the ongoing demonstration of the competencies (skills) previously required at Step 1 against the assessment criteria/standards; as well as the following additional competencies (skills). Typically, the time taken to acquire and use Level 2 skills is one year experience and/or training	In relation to each of the additional tasks identify the assessment criteria (the agreed standard for the use of skills in performing the task) which will provide evidence that the skills have been applied to the required standard			
Operate weighbridge including cash handling, receipting, reconciling, banking and Wasteman computer system	<u>Solid working level</u>			

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
Maintain the WasteMan computer system by entering new customers and maintaining current accounts	<u>Solid working level</u>			
To provide efficient administrative assistance to the Waste Depot Supervisor an Operations Manager	<u>Solid working level</u> Ability to provide administrative assistance as required with minimum supervision.			
To provide affective and efficient customer service, including telephone and counter enquiries.	<u>Solid working level</u> Ability to communicate with customers in a timely and efficient manner with minimum supervision.			
Word Processing and spreadsheets development and management as required.	<u>Solid working level</u> Ability to create word processing and spreadsheet documents with minimal supervision.			
General administrative duties including distribution and processing of mail, photocopying, faxing and providing information to customers and contractors	<u>Solid working level</u> Prepare service areas for effective service provision by ensuring equipment is operational and collections are stocked and tidied. Prepare monies taken for remittance to Council Performs cash reconciliation and records accurately according to Council procedure, for Council's banking requirements			
Two-way radio communications, if required	<u>Solid working level</u> Two way radio is used effectively to receive and relay messages with minimal supervision.			
Adhere to Shellharbour City Council's corporate standards, systems and procedures	<u>Solid working level</u> Knowledge of council structure and services is applied Knowledge of council policies and procedures is applied Works in a local government context with the ability to assess the political implications of situations Competent working knowledge of Council's information systems: <i>Which may include</i> <ul style="list-style-type: none"> • Waste Man • Microsoft Office • Finance One 			

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
Participate in Performance and Development Review process to manage own performance	Evaluates own progress against agreed objectives, as set in Performance and Development Review			
Demonstrates the Key Organisational Values	Consistently demonstrates the Key Organisational Values in all work performed			
Salary Step 3				
<ul style="list-style-type: none"> List the additional tasks that an employee would be expected to undertake for progression to Step 3 as additional skills are acquired and applied at Step 2 This represents the 'fully skilled' level. The skills for Step 1, 2 and 3 are the total skills required to perform the main activities/tasks Typically, the time taken to acquire and use Level 3 skills is one year experience and/or training	In relation to each of the additional tasks identify the assessment criteria (the agreed standard for the use of skills in performing the task) which will provide evidence that the skills have been applied to the required standard			
Operate weighbridge including cash handling, receipting, reconciling, banking and Wasteman computer system	<u>Comprehensive level</u>			
Maintain the WasteMan computer system by entering new customers and maintaining current accounts	<u>Comprehensive level</u>			
To provide efficient administrative assistance to the Waste Depot Supervisor and Operations Manager	<u>Comprehensive level</u> Ability to provide efficient administrative assistance in a timely manner without supervision.			
To provide customer service, including telephone and counter enquiries.	<u>Comprehensive level</u> Ability to communicate with customers in a timely and efficient manner without supervision.			
Word Processing and spreadsheets development and management as required.	<u>Comprehensive level</u> All tasks completed on time without supervision.			

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
General administrative duties including distribution and processing of mail, photocopying, faxing and providing information to customers and contractors	<p><u>Comprehensive level</u></p> <p>Demonstrated ability to prepare service areas for effective service provision by ensuring equipment is operational and collections are stocked and tidied.</p> <p>Prepare monies taken for remittance to Council</p> <p>Performs cash reconciliation and records accurately according to Council procedure, for Council's banking requirements</p>			
Adhere to Shellharbour City Council's corporate standards, systems and procedures	<p><u>Comprehensive level</u></p> <p>Expert working knowledge of Council's information systems: <i>Which may include:</i></p> <ul style="list-style-type: none"> • Waste Man • Microsoft Office <p>Recommend improvements to existing systems and procedures</p>			
Participate in Performance and Development Review process to manage own performance	Evaluates own progress against agreed objectives, as set in Performance and Development Review			
Demonstrates the Key Organisational Values	Consistently demonstrates the Key Organisational Values in all work performed			
Contribute to the overall management of the organisation	Work is organised to ensure a smooth workflow, All tasks are completed in an accurate and timely manner, in accordance with established procedures			
Salary Step 4				
<p>Step 4 is the "Higher or Advanced Skill Level", and the progression requirements are to be identified by the responsible supervisor/manager in agreement with the employee. This may include:</p> <ul style="list-style-type: none"> • The acquisition and use of additional skills of agreed benefit to Council: or 	In relation to each of the additional tasks identify the assessment criteria (the agreed standard for the use of skills in performing the task) which will provide evidence that the skills have been applied to the required standard			

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
<ul style="list-style-type: none"> Demonstrating an enhanced level of existing skills. Typically, the time taken to acquire and use Level 4 skills is one year experience and/or training				
Undertake a limited number of tasks of higher graded position under supervision	Higher level position base skills/tasks undertaken include: <ul style="list-style-type: none"> Ability to assist Admin Officer during busy periods with no supervision Ability to relieve Admin Officer for full days without supervision. 			
Gain exposure to other sections of Council	Participate in activities unrelated to normal tasks/activities involving other sections including: <ul style="list-style-type: none"> Ability to assist in preparation of Council's Management Plan 			
Progress with professional development/ specialist experience/management exposure (undertaken at the employee's own expense and time, unless specifically identified as a requirement under Council policy where support will be provided)	Has continued professional development by obtaining relevant qualifications and experience such as: <ul style="list-style-type: none"> Ability to be wholly responsible for small projects, eg, coordinating staff and resources for training sessions. 			
Adhere to Shellharbour City Council's corporate standards, systems and procedures	Solid working level Relevant policies and procedures are followed including: <ul style="list-style-type: none"> <i>Purchasing policy</i> <i>OH&S Policy</i> <i>EEO Policy</i> <i>Information Systems</i> <i>Recruitment Policy</i> 			
Participate in Performance and Development Review process to manage own performance	Evaluates own progress against agreed objectives, as set in Performance and Development Review			
Demonstrates the Key Organisational Values	Consistently demonstrates the Key Organisational Values in all work performed			
Contribute to the overall management of the organisation	Work is organised to ensure a smooth workflow, All tasks are completed in an accurate and timely manner, in accordance with established procedures			

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
Salary Step 5				
<p>Step 5 is the "Higher or Advanced Skill Level", and the progression requirements are to be identified by the responsible supervisor/manager in agreement with the employee. This may include:</p> <ul style="list-style-type: none"> The acquisition and use of additional skills of agreed benefit to Council: or Demonstrating an enhanced level of existing skills. <p>Typically, the time taken to acquire and use Level 5 skills is one year experience and/or training</p>	<p>In relation to each of the additional tasks identify the assessment criteria (the agreed standard for the use of skills in performing the task) which will provide evidence that the skills have been applied to the required standard</p>			
Undertake a limited number of tasks of higher graded position under supervision	<p>Higher level position base skills/tasks undertaken include:</p> <ul style="list-style-type: none"> Place examples here – <i>may include activities such as assisting in specific duties of manager e.g. budget preparation, management plan involvement</i> 			
Gain exposure to other sections of Council	<p>Participate in activities unrelated to normal tasks/activities involving other sections including:</p> <ul style="list-style-type: none"> Place examples here – <i>may include participation in projects with different sections, involvement in a corporate process review team</i> 			
Progress with professional development/ specialist experience/management exposure (undertaken at the employee's own expense and time, unless specifically identified as a requirement under Council policy where support will be provided)	<p>Has continued professional development by obtaining relevant qualifications and experience such as:</p> <ul style="list-style-type: none"> Place examples here – <i>may include Local Government Certificates, Masters degree, work related certificates such as Grader Operation, HR driver's licence</i> <p>Has undertaken the following duties associated with managing staff;</p> <ul style="list-style-type: none"> Place examples here - <i>may include being wholly responsible for a small project or having involvement in determining labour requirements and rosters</i> 			
Adhere to Shellharbour City Council's corporate standards, systems and procedures	<p><u>Solid working level</u></p> <p>Relevant policies and procedures are followed including: <i>Place examples here, which may include</i></p>			

Main Activities/Tasks (Units of Competency)	Assessment Criteria/Standards for the Use of Skills	Acquired Yes/No	Applied Yes/No	Comments/Training Required
	<ul style="list-style-type: none"> <i>Purchasing policy</i> 			
Participate in Performance and Development Review process to manage own performance	Evaluates own progress against agreed objectives, as set in Performance and Development Review			
Demonstrates the Key Organisational Values	Consistently demonstrates the Key Organisational Values in all work performed.			
Contribute to the overall management of the organisation	Work is organised to ensure a smooth workflow, All tasks are completed in an accurate and timely manner, in accordance with established procedures			

Certificate and Acknowledgment of the Content Above (This is both a certification and acknowledgment of the position as described)

_____ /_____/_____
 (Signature of Supervisor/Manager)

_____ /_____/_____
 (Signature of Occupant)