

# Position Description

<b>Position title</b>	Support Officer (Water & Waste Support)
<b>Reports to</b>	Supervisor Support Services
<b>Direct Reports</b>	NIL
<b>Department</b>	Chief Operating Officer Group
<b>Classification</b>	Level 2 Local Government Officer's Award
<b>Last Review Date</b>	27 June 2017

## Position Summary

This position is primarily responsible for providing quality administrative services to staff within Council's Water and Waste Group and other departmental staff as required.

## Position Specific Accountabilities

### Support Officer Accountabilities

- Provide departmental support as facilitated by the Supervisor Support Services Provide administrative support to the assigned GM/Manager and customer area including calendar coordination, task list monitoring, travel arrangements, email monitoring, customer service request monitoring and action.
- Deal with and action day to day enquiries from members of the public
- Generate routine correspondence and prepare reports where applicable
- Assist in amending and creating policies, procedures and forms with a view to consistency across the Council Area
- Effectively prioritise tasks and manage workload
- Prepare information requirements for meetings, appointments, presentations etc and follow up inward and outwards requests for information, outstanding reports and correspondence
- Provide a personal and telephone interception service and manage interruptions to support the effective time management of the GM/Managers.
- Liaise with and greet staff, members of the community, visitors, associates and VIPs attending the office to meet with the GM/Managers.
- Ensure all corporate information is captured and recorded within Council's business systems adhering to recordkeeping policies and procedures.
- Other administrative tasks as required by the embedded Support Services model
- Coordinate procurement activities including purchase orders, invoicing and payment authorisation

### Water & Waste Support Accountabilities

Provide specific assistance to the Water & Waste Services as follows:

- Monitor Task Lists for Water and Waste Group (In both CRM and ECM systems) and notify relevant operational staff in a timely and appropriate manner
- Prepare the agenda and attend Water and Waste Group meetings as required to take minutes.
- Assist with the preparation of advertisements for Water and Waste Group
- Assist in the preparation of Environment Protection Authority and other Government agency reports
- Processing, recording and issuing of works requests concerning water meters, new/replacement bin services and other requests as required. Assist with reports and other documents as required, including Council Reports
- Assist with preparation of Expressions of Interest and Tender applications as required
- Creation and submission of financial reports from Council's waste management system

- Process and assess applications for adjustment of water consumption including liaising with the Rates Team and external customers
- Working closely with Customer Service Section in relation to planned and unplanned water disruptions.

## Organisation Responsibilities

- Model the highest standards of ethical and professional behaviour and act with integrity and confidentiality whilst representing Council internally and externally.
- Adhere to all legislative frameworks, rules, Council policies and guidelines.
- Prepare and submit reports for Council and the Executive Leadership team as required.
- Be familiar with and undertake all work in accordance with relevant policy and legislation, including:
  - TRC's Safety Management System - SAFE PLAN, TRC's Code of Conduct, Council's Local Laws, Values and Behaviours, the *Local Government Act 2009*, Anti-discrimination and Privacy legislation, Purchasing and Procurement; and
  - Comply with all Workplace Health & Safety Legislation, and other relevant policies, procedures and legislation.
- Follow reasonable directives to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Other responsibilities as reasonably expected.

## Selection Criteria

### Essential

1. Well-developed organisational skills with the ability to self-manage priorities and meet deadlines and exercise initiative.
2. Excellent office administration and computer skills including extensive experience with the Microsoft Suite.
3. Demonstrated ability to effectively work independently and as a member of a team.
4. Proficiency in the use of records management systems and other relevant software programs to create and capture internally produced documents.
5. Ability to maintain confidentiality and exercise discretion.

### Desirable

- Experience in the use of Local Government computer software/ applications including records management, customer requests and Tech One.

### Qualifications

Year 12 English or equivalent qualification

## Position Specific Conditions

- The successful completion of a pre-employment Medical Assessment (including drug & alcohol screening) is required before any offer of employment
- The role requires the possession of a current Drivers Licence.

I have read and understood the above Position Description					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	