

Position Description

Position title	Administration Officer (Water & Waste)
Reports to	Senior Advisor Compliance
Department	Infrastructure & Planning
Classification	Level 2, Local Government Industry Award (Stream A)
Last Review Date	March 2021

Position Summary

This position is responsible for providing quality administrative support to Council's Water & Waste section, information and advice interdepartmentally and providing customer service functions to the community regarding Water & Waste matters as required.

Position Specific Accountabilities

- Monitor and maintain Task Lists relevant to Water & Waste Group (eg: CRM and ECM systems) and inform relevant operational staff in a timely and appropriate manner
- Deal with and action day to day enquiries from members of the public on waste, water & wastewater matters, via emails, telephone etc as necessary
- Foster excellent internal client communication to facilitate a regular and robust system to promote excellent service delivery
- Assist in appropriately managing customer requested applications, requests, permits, inspections and searches
- Participate and contribute to continuous improvement strategies and implementation.
- Provide administrative support in the preparation of reports, project briefs and tender specifications, through the provision of historical financial data and other recorded information.
- Efficient data entry and recordkeeping to ensure timely preparation of reports for internal and external purposes
- Process Request for debtor invoicing data and process invoices in a timely manner
- Provide assistance to Coordinators and Manager of Water & Waste as required.
- Register incoming and outgoing correspondence, reports, agendas and business papers in Council's Electronic Records Management Systems
- Generate routine correspondence relating to Water & Waste section.
- Assist in maintaining Waste section administrative functions, including Drummuster and Mandalay programs.
- Working closely with Customer Service Section in relation to planned and unplanned water disruptions and general water and waste operational information relevant to the wider council and communities.

Organisation Responsibilities

- Model ethical and professional behaviour and act with integrity and confidentiality whilst representing Council.
- Adhere to all legislation, 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 - TRC's Code of Conduct, Council's Local Laws, Values and Behaviours, the *Local Government Act 2009* and *Local Government Regulation 2012*, Anti-discrimination and Privacy legislation; and
- Comply with all Work Health & Safety Legislation, and other relevant policies, procedures and legislation.
- Provide direction to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Other responsibilities as reasonably expected by Council.

Delegated Authority

Decisions are to be made in accordance with the Delegations of Authority as set out in separate instruments of delegation from Council.

Selection Criteria

Essential

1. Well-developed organizational skills with the ability to self-manage priorities and meet deadlines and exercise initiative
2. Demonstrated experience and capabilities in an administrative and/or customer service environment.
3. Demonstrated and well developed interpersonal and written communication skills.
4. Have the ability to rapidly acquire an understanding of water, waste and wastewater functions and General Council policies relative to services provided
5. Demonstrated experience with computer software applications including MS Office and financial packages, with the ability to quickly learn new computer software applications.

Qualifications

- Certificate in Business Administration will be highly regarded, and/or 2 years' experience in a similar role

Position Specific Conditions

- Due to the delegation level of this position a criminal history check is required as part of the pre-employment screening.
- The successful completion of a Pre-Employment Medical Assessment (including drug and alcohol screening) is required before any offer of employment.
- This role requires evidence of skills and qualifications and the possession of a current Drivers Licence.

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