



## Position Description

<b>Position Title</b>	<b>Administration Officer -</b>
<b>Position Number</b>	vacant
<b>Business Unit</b>	Development & Environmental Services
<b>Location</b>	85 Main Street, Kempton
<b>Date</b>	March 2023

### CLASSIFICATION

<b>Employment Status</b>	Permanent part-time (2 days per week)
<b>Award</b>	Council Enterprise Bargain Agreement (EBA)
<b>Stream / Level</b>	Administration / Clerical (Level to be negotiated depending upon skills and experience)

### POSITION OBJECTIVES

1. To function as an active and effective member of the Development & Environmental Services team and contribute towards achieving a cost effective and efficient work unit.
2. To provide high quality executive and administration support for the functions and services undertaken primarily by the Development & Environmental Services business unit and secondly the Community Development business unit.
3. To provide high quality customer service to a range of external clients, including developers, ratepayers, residents and the public at large.

### KEY RESPONSIBILITIES

- Attend to reception and telephone enquiries and direct customers to appropriate officers; taking messages if an officer is unavailable.
- Responsible for the acceptance of remittances from customers either in person, by telephone or inwards daily mail, daily balancing and banking & bank returns.
- Respond to general customer inquiries ensuring that the inquirer is satisfied with the response given or is directed to the appropriate Officers.
- Recommend as requested or as appropriate changes in administrative systems and procedures or council policy relating to the position.
- Responsible for the reconciliation and distribution of Petty Cash.
- Responsible for the ordering of stationery.

# Administration Officer

## - Customer Service



- Provide administration support to both the Development & Environmental Administration Officer and the Executive Officer.
- Responsible for the distribution of generic emails, assist with the receipt and management of Development & Environmental Services records.
- The Customer Service Officer may be required by the Manager or Manager Development & Environmental Services to carry out a variety of other tasks aimed at assisting in achieving corporate goals or strategies and enhancing the efficiency and effectiveness of the organisation, but which may not be specifically designated within the scope of this position description.

### ORGANISATIONAL RELATIONSHIPS

<b>Report to:</b>	Manager Development & Environmental Services
<b>Supervises:</b>	Nil
<b>Internal Liaisons:</b>	Senior Management Team and other staff in the Development & Environment Services
<b>External Liaisons:</b>	General Public (residents/ratepayers)

### JUDGEMENT & DECISION MAKING

Judgement and decision making includes:

- Providing accurate advice and making informed decisions based on up to date knowledge and information.

### SPECIALIST SKILLS & KNOWLEDGE (SELECTION CRITERIA)

- Ability to manage time, set priorities, plan and organise one's work, to meet set objectives.
- Public relations and conflict avoidance and resolution/negotiation skills.
- Flexibility in approach, with the ability to think laterally and apply innovative practices to satisfy the needs of changing circumstances.

### INTERPERSONAL SKILLS

- Good written communication skills.
- Well-developed oral skills.
- Ability to gain co-operation and assistance from staff within the Department and other employees.
- Ability to use initiative to achieve targets/goals.

# Administration Officer

## - Customer Service



### QUALIFICATIONS & EXPERIENCE

#### Essential

- Demonstrated ability to use various software including MS Word, MS Excel and MS Outlook, with associated proficient keyboarding skills.
- Ability to acquire skills in the use of Local Government specific software.
- Ability to work as a member of a multi-disciplinary team and contribute to team outcomes.
- Ability to contribute to planning of work and process improvement.
- High standard of written and verbal communication skills.

#### Desirable

- Tasmanian Certificate of Education.
- May have Certificate III or IV in Business Administration
- Computer literate
- Two years' experience in Local Government Planning or Building (regulatory services).

### PERFORMANCE STANDARDS

- Provision of professional and quality customer service producing positive results for customers within the legislative frameworks in which Council operates;
- Ability to function as a competent, motivated and professional member of the Development & Environmental Services team and demonstrate a commitment to the Council's values policies, procedures and expected behaviours;
- Good conflict resolution skills and the ability to handle difficult situations and respect to clients with perceived difficulties;
- Adhere to the employees 'duty of care' provisions as contained in the Tasmanian Workplace Health and Safety Act;
- All tasks performed are in accordance with the Council's Occupational Health & Safety Policy and approved work practices;
- All work undertaken is of a high standard in compliance with Australian Standards, established practices, performance measures, plans, specifications and policies;
- Participate in training opportunities that may be provided;
- Undertake other duties as directed, within the skill and knowledge base of the incumbent.

# Administration Officer - Customer Service



## JOB ENVIRONMENT

<b>Hours of employment</b>	Wed -Thurs 08.30am to 5.00pm.  Additional hours may be required to provide relief.
<b>Leave entitlements</b>	In accordance with the Southern Midlands Councils Enterprise Agreement.

## WORKING ENVIRONMENT

- **Workplace Health and Safety**

Southern Midlands Council is committed to high standards of performance in respect to workplace health and safety. All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination.

- **Workplace Health & Safety Act 2012 -s28. Duties of workers**

*While at work, a worker must –*

- (a) take reasonable care for his or her own health and safety; and*
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and*
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and*
- (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.*

- Smoking is not permitted in the workplace or Council vehicles.

## Code of Conduct & Risk Management Policy and Procedures

Refer to the Induction Manual.

## POSITION DESCRIPTION APPROVAL

**Approved by:** General Manager