

# POSITION DESCRIPTION



## POSITION DETAILS

<b>Position Title</b>	Administration Officer (Customer Service & Library)
<b>Position Number</b>	-
<b>Department</b>	Corporate & Community
<b>Section/ Stream/ Unit</b>	Community Engagement, Customer Service & Libraries
<b>Classification</b>	Level 1 – 2, Queensland Local Government Industry (Stream A) Award – State 2017
<b>Reports To</b>	Customer Service & Libraries Stream Leader

## POSITION OBJECTIVES

To deliver quality customer service and library experiences to Council's customers, both internal and external.

## KEY RESPONSIBILITIES

- Carry out general administrative functions relevant to the work area which are compliant with Council's policies and procedures.
- Assist with the development, co-ordination and implementation of specific programs and activities to promote library resources and services.
- Provide prompt and courteous attention to all enquiries raised via telephone and at front counter.
- Assist customers with Centrelink and QGAP services.
- Process telephone and over the counter transactions, daily banking, collections from and bookings for Council facilities.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

## POSITION REQUIREMENTS

### Essential Skills, Knowledge and Experience

- Demonstrated commitment to work as an effective, positive team member in an environment that encourages staff to maintain a self-motivated, proactive approach and which supports both professional and personal development.
- Well-developed interpersonal skills and ability to contribute to a cohesive team environment and maintain positive relationships with internal and external stakeholders.
- Demonstrated numeracy, written and verbal communication skills.
- Provide and maintain effective and quality customer service.
- Work effectively under supervision to manage time, plan, organise and prioritise own work, and if required oversee and/ or guide the work of others to achieve defined outcomes.
- Attention to detail and ability to perform work with a high level of accuracy.
- Demonstrated data entry and word processing skills, and proficiency in the use of Microsoft Office Suite (Word, Excel, Outlook, Publisher, PowerPoint), and Council's Information Management Systems (MagiQ Documents, MagiQ Enterprise), or ability to rapidly acquire same.
- Knowledge of, or ability to acquire knowledge of Council's standard work practices, procedures and policies relevant to the work area (e.g. clerical duties including reception, operating office equipment, prepare routine correspondence, reports, agendas and minutes of meetings, and to manage diaries / appointment schedules of others).
- A developing knowledge of statutory requirements relevant to the work area.
- Exercise sound judgement, initiative, confidentiality and sensitivity in the performance of work.
- Local government and/ or experience relevant to the work area would be highly regarded.

## **Qualifications, Training and Licences**

- Unrestricted drivers licence – 'C' class is essential.
- Tertiary qualifications or undertaking formal qualifications relevant to the work area are desirable.

## **WORK HEALTH AND SAFETY**

Employees must ensure all work is carried out to meet Work Health and Safety objectives and targets to eliminate risk of injury and illness for themselves and others. Obligations and targets may be met by:

- Complying with the Workplace Health and Safety Act and Regulations;
- Conducting themselves in a manner that ensures their own health and safety and also that of everyone around them;
- Adopting and maintaining safe working practices in accordance with procedures, policy and workplace instructions;
- Using appropriate personal protective clothing and equipment as required and/ or directed;
- Reporting all accidents, injuries, incidents, near misses and damage to plant/ equipment to management as soon as possible;
- Eliminating, reporting or advising a supervisor of potential hazards, hazardous work related conditions and/ or practices; and
- Actively participate in risk assessments of workplace hazards.