

POSITION DESCRIPTION



POSITION DETAILS

Position Title	Administration Officer (Customer Experience and Communities)
Position Number	225
Department	Corporate and Community
Section/ Stream/ Unit	Communities
Classification	Level 2-3, Queensland Local Government Industry (Stream A) Award – State 2017
Reports To	Communities Manager

POSITION OBJECTIVES

- To provide general administration support to the Communities Manager and the extended teams within the section.

KEY RESPONSIBILITIES

- Provide a high standard of customer service to all internal and external stakeholders in all activities with the scope of the position in an efficient manner.
- Provide accurate, timely and appropriate information and assistance to all internal and external stakeholders as required.
- Prepare correspondence, meeting minutes and reports to Council, agendas and other documents as required.
- Maintain effective communications with other Council Departments to enhance information sharing and to ensure a high level of customer service.
- Achieve positive customer interactions through effective communication, problem solving and conflict resolution.
- Perform finance related activities such as generating purchase orders, reconciling corporate credit card and other related duties as required.
- Maintain knowledge of legislations, policies and procedures.
- Perform 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).

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.