



Croydon Shire Council

Position Description

Position Title	Administration Officer
Department	Works / Administration
Award	Queensland Local Government Industry Award – State 2017
Award Classification	Stream A – Section 1 – Administration Services Level 2 Year 1 (\$953.50 weekly), plus relevant allowances
Position Type	Casual
Reports To	Works Manager and Business Manager

Position Objective

To provide administrative support in a professional, efficient and confidential manner to enhance the performance of Council and its operations.

Duties and Responsibilities

The Administration Officer will work under the direct supervision of the Works Manager and from time to time the Business Manager, undertaking routine activities that are clearly defined and documented by established procedures, methods and guidelines.

The following duties and responsibilities may be modified from time to time to ensure expected outcomes are achieved with Council's business demand.

- Provision of administrative support exercising sound judgement, initiative, confidentiality and sensitivity in the performance of work.
- Provide the highest level of customer service by following through and appropriately documenting customer requests received and providing the appropriate response in consultation with supervisors or managers.
- Arrange meetings, distribute invitations and manage attendance and venues, prepare related documentation for various meetings including catering if required.
- Preparation of and assistance with compilation of reports and their distribution.
- Arrange travel, accommodation and registration for various seminars and/or conferences and training.
- Undertake specific projects designated by the Works Manager.
- Provide assistance to the Works Supervisors, Workshop Staff and employees as requested.
- Provide assistance to the Workplace Health and Safety Officer and Logistics Officer as requested.
- Provide assistance to the Records Officer as requested assisting with records management activities.
- Allocated tasks are to be consistently completed within agreed time frames.
- The ability to actively seek opportunities to implement change that will contribute to improve efficiency and operations of Council.
- Participate in training programs as required.

- Other duties as directed by the Chief Executive Officer, Works Manager or Business Manager.
- Ensure all corporate information created or received is accurately recorded in Council's Records Management System in accordance with approved policies and procedures.
- Maintain confidentiality, integrity and security of Council's records and corporate data.
- Undertake and successfully complete training deemed essential for the position.
- Work effectively in a team environment and provide assistance within other areas of Council as required.
- Refer matters that may impact on the business, Council and employees to your Manager.
- Compliance with Work Health and Safety Legislation including Council's Work Health and Safety Management System, SafePlan and Council policies, procedures and work instructions. Perform all work and associated functions in a safe manner and identify and report any concerns, near misses, incidents/accidents to your Supervisor and WHS Officer.

Qualifications / Skills / Experience

- Ability to effectively deal with a broad range of Council stakeholders including contractors, employees and customers.
- High level of interpersonal and communication skills.
- High level of customer service skills.
- High level of computer skills within the Microsoft Office package.
- Sound level of numeracy and literacy skills.
- Be self-motivated and have good time management, planning and organisational skills.
- Demonstrated ability to operate under limited direction and supervision.
- Understanding of (or ability to obtain) Council's structure, operation, policy and procedures.

Key Performance Indicators (KPI's)

1. Customer service and engagement are carried out to a high standard.
2. Allocated tasks and responsibilities are completed consistently within agreed timeframes.
3. Compliance with Croydon Shire Council's Work Health and Safety Management System, including policies, procedures, standards and work instruction.
4. Compliance with Croydon Shire Council's Code of Conduct.
5. Contribution to the efficient and productive operation of the Local Government Organisation

Selection Criteria

- Experience and a high level of proficiency in using various software applications with particular emphasis on Microsoft Office and Outlook.
- Demonstrated sound level of administrative experience.
- Experience to successfully perform the duties and responsibilities of the position.
- Be self-motivated and have good time management, planning and organisational skills.
- High level of interpersonal and communication skills with a strong customer service focus.
- Ability to adapt to changing work environments and/or conditions while maintaining a positive attitude and a commitment to continuous improvement.

Certification

Employee:

Employee Signature _____

Date ____/____/____

Chief Executive Officer: Jacqui Cresswell

Chief Executive Officer Signature _____

Date ____/____/____