



Croydon Shire Council

Position Description

Position Title	Administration Officer / Reception
Department	Corporate Services
Award	Queensland Local Government Industry Award – State 2017
Award Classification	Stream A – Section 1 - Administrative Services Level 4 Year 1 \$1,065.50 per week, plus relevant allowances
Position Type	Permanent, full-time, 36.25 hrs per week – Monday to Friday 8:30am to 4:30pm
Reports To	Business Manager

Position Objective

This position is responsible for Council's accounts payable function as well as providing high-level customer service and administrative services.

Duties and Responsibilities

1. Provide front counter reception and the highest level of customer service.
2. Daily receipting and banking.
3. Administrative support including the preparation of correspondence and reports.
4. Arrange and coordinate catering, travel and accommodation bookings as required.
5. Attend to enquiries and requests from internal and external customers.
6. Provide Queensland Government Agency Program (QGAP) services to the community.
7. Carry out accounts payable function, checking all documentation for accuracy and completeness prior to processing.
8. Liaise with staff and creditors for the prompt resolution of discrepancies and disputes and following up on all outstanding invoices.
9. Prepare purchase orders as required.
10. Implement and monitor procedures relevant to accounts payable, reception and customer service role.
11. Ensure stationery and catering stock levels are maintained.
12. Assist with records management tasks as required.
13. Undertake projects, research and other such duties as directed by the Chief Executive Officer, Finance Manager or Business Manager.
14. Ensure all corporate information created or received is accurately recorded in Council's Records Management System in accordance with approved policies and procedures.
15. Maintain confidentiality, integrity and security of Council's records and corporate data.
16. Undertake and successfully complete training deemed essential for the position.
17. Work effectively in a team environment and provide assistance within other areas of Council as required.
18. Ability to actively seek opportunities to implement change that will contribute to improve efficiency and operations of Council.

19. Refer matters that may impact on the business, Council and employees to the Business Manager.
20. Undertake other duties as directed, consistent with skills, competence and training.
21. 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

Essential

1. Qualification or experience relevant to the position, including accounts payable.
2. Experience working in a business environment and customer service role.
3. High level of professional office administration and customer service.
4. Experience with Microsoft Office Suite.
5. Ability to legally operate a motor vehicle under a C class licence.

Additional

6. Experience in preparation of correspondence, procedures, reports.
7. Experience and knowledge of general office practices and procedures and operation of relevant office equipment and Microsoft Suite applications.
8. The ability to work autonomously, with limited direction, prioritise work commitments and meet deadlines.
9. Ability to maintain confidentiality and always demonstrate a high level of ethical standards.
10. Ability to research and analyse information in order to prepare draft correspondence and reports.
11. Cash handling accuracy.
12. Highly motivated with the ability to show initiative.

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

1. Qualifications and / or experience in Accounts Payable and Administration role.
2. High level of computing ability incorporating Microsoft Suite applications.
3. Demonstrated time management skills, high level of accuracy and attention to detail.
4. High level of professional office administration, interpersonal and communication skills with a strong customer service focus.
5. Ability to work well in a team environment.

Certification

Employee Name:

Employee Signature _____

Date ____/____/____

Chief Executive Officer: William Kerwin

Chief Executive Officer Signature _____

Date ____/____/____