



Croydon Shire Council

Position Description

Position Title	Administration Reception Officer
Department	Corporate Services
Award	Queensland Local Government Industry Award – State 2017
Award Classification	Stream A – Division 2, Section 1 – Administrative Services, Level 3, Year, above award, plus relevant allowances, 12% Superannuation
Position Type	Full time – 36.25hrs per week
Reports To	Office Manager

Position Objective

To provide efficient and effective administration support to ensure the smooth operation of the council administration and to provide a high level of customer service to the Croydon community.

Duties and Responsibilities

- Provide front counter reception and the highest level of customer service as the first point of call to Council.
- Maintain accurate records, including timesheets and job cost allocations and other records management tasks as required.
- Provide daily receipting and banking for Council services.
- Coordinate collection and distribution of Council mail and other postage duties.
- Provide administrative support including the preparation of correspondence and reports.
- Arrange and coordinate catering, travel and accommodation bookings as required.
- Attend to enquiries and requests from internal and external customers.
- Provide Queensland Government Agency Program (QGAP) services to the community.
- Ensure stationery and catering stock levels are maintained and orders are placed.
- Assist with preparation of requisitions, purchase orders and ordering as required.
- Support Finance Department with tasks in line with appropriate training
- Exercise sound judgement, initiative, confidentiality, and sensitivity in the performance of work.
- Attend meetings and participate in training programs as required.
- Undertake other duties as directed, consistent with skills, competence, and training.
- Contribute to the efficient and productive operation of Croydon Shire Council and maintain and foster a team spirit among those in the working environment.



Stakeholder engagement

- Establish a reputation for reliance and trust across the spectrum of stakeholders, including management, peers, fellow workers, and the public.

General

- Ensure punctuality and preparedness at the beginning of shifts. All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
- Establish and maintain effective professional relationships with Directors, Managers, Supervisors, Employees and Contractors.
- Maintain a positive team culture based on honesty, trust, and integrity.
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures, and local laws.
- The employee shall show a spirit of cooperation with their supervisors; other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees always maintain a current manual "C" class driver's licence where driving forms part of regular work activities.
- Foster and maintain strong public relations with Council's ratepayers, customers and other bodies directly or indirectly associated with Council.
- Provide consistent and excellent customer service to all stakeholders.

Governance

- Ensure best-practice and compliant Records Management system is adhered to for the secure protection of Corporate Records.
- Contribute to policy, procedure, guideline development across Council ensuring each is up to date.

Code of Conduct

- Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct may be subject to disciplinary action.

Work Health and Safety

- Comply with all work health and safety legislation, Councils Work Health and Safety Management System and Council policies/procedures/work instructions and codes of practice.
- 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 Advisor. Use appropriate protective clothing and equipment.
- Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

Skills

- Genuine interest in Business Administration
- Ability to work in a team environment and support other members
- Sound level of interpersonal, oral, and written communication skills
- Professionalism and strong work ethic



- Sound level of numeracy and literacy skills.
- High level of computer literacy and ability to learn new systems/processes.
- High level of personal initiative, be self-motivated and have well developed time management, planning and organisational skills.
- Critical thinking and problem solving.
- Ability to maintain confidentiality and always demonstrate a high level of ethical standards.

Qualifications / Experience

- Minimum completion of Year 10 High School Certificate
- Certificate III in Business Administration would be preferred but not essential
- Experience and knowledge of general office practices and procedures and operation of relevant office equipment and Microsoft Suite applications.
- Current Queensland 'C' Class Drivers Licence (Manual)
- Experience working in a business environment and customer service role.

Key Performance Indicators (KPI's)

- Compliance with all policies and procedures applying to the duties of the position.
- Professional relationship with internal and external customers including direct team.
- Customer service and engagement are carried out to a high standard
- Attendance at meetings and training relevant to role.
- Compliant Records Management is adhered to for the secure protection of Corporate Records.
- Active participation in Council's Cybersecurity training and awareness
- Compliance with Croydon Shire Council's Code of Conduct.
- Adherence to confidentiality in line with Council Policy and procedures.
- Contribution to the efficient and productive operation of the Local Government Organisation.
- Performance of work and associated functions in a safe manner.
- Compliance with Croydon Shire Council's Work Health and Safety Management System.

Selection Criteria

1. Certificate III in Business Administration would be preferred but not essential.
2. Current Queensland 'C' Class Drivers licence as a minimum.
3. Sound level of computer literacy in the Microsoft Office suite of products.
4. Demonstrated ability to be an effective team member with a cooperative and positive attitude to work.
5. High level of professional office administration, interpersonal and communication skills with a strong customer service focus.
6. Be self-motivated and have well developed time management and organisational skills.
7. Ability to adapt to changing work environments and/or conditions while maintaining a positive attitude and a commitment to continuous improvement.



Certification

I have read the position description, and I am aware of the position requirements.

Employee:

Employee Signature _____ Date ____/____/____

Chief Executive Officer:

Chief Executive Officer Signature _____ Date ____/____/____