

POSITION DESCRIPTION



POSITION TITLE:	Administration Assistant
DEPARTMENT:	Community Development
POSITION HOLDER:	
REPORTS TO:	Manager Customer Engagement
TERM OF EMPLOYMENT:	Permanent Full-Time
APPROVED BY:	Manager Customer Engagement
DATE:	May 2024
CLASSIFICATION:	Band 4 in accordance with the Buloke Shire Council Enterprise Agreement.

POSITION OBJECTIVE:

- To deliver high level outstanding customer service at the Buloke Shire Offices and respond effectively and efficiently to all customer enquires including over the counter, via telephone or e-mail.
- To deliver efficient and professional administrative support to various departments as required, including performing a broad range of word processing, general secretarial, library booking systems, records management and administrative duties.

KEY RESPONSIBILITIES AND DUTIES:

- Provide customers with accurate information and advice on all Council services to ensure service delivery is timely, friendly and in a professional manner.
- Maintain a thorough working knowledge of Council's activities, responsibilities and services through familiarisation with Council publications and reporting.
- Promote a positive image of the Council through the implementation of professional standards and presentation.
- Provision of high quality administrative support with excellent attention to detail. This provision includes but is not limited to Customer Service and Records Management.
- Undertake general administration duties to support output/production records for various departments.
- Have an understanding of, and commitment to the principles of confidentiality in relation to all aspects of Council's operations.
- Assist in the creation and maintenance of standard letters, mailing lists and other basic information for the department.
- Commitment to the principles of confidentiality in relation to all aspects of Council's operations while balancing the need for a "can-do" attitude.

POSITION DESCRIPTION



ORGANISATIONAL ENVIRONMENT:

Reports to:	Manager Customer Engagement
Directly Supervises:	Nil
Internal Liaisons:	Buloke Shire Council staff
External Liaisons:	Members of the community, Visitors to the Buloke Shire Community Groups, Local businesses, Government departments and agencies, Other local governments

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for the effective and efficient actioning of all key responsibilities of the position.
- Freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time.
- Provide general advice to customers in line with Council policies and procedures.
- Expected to seek guidance for complex situations or issues identified as having potential political impacts.
- Transfer customer enquires that require specialist advice, to the relevant Officer.
- Authority to requisition and order materials, goods and services within delegated limits.

JUDGEMENT AND DECISION MAKING:

- The objectives of work are well defined with the particular method, process or equipment selected from a range of available alternatives.
- Decisions and information should be consistent with Council policy and should be delivered in a tactful and courteous manner.
- An understanding of the importance of confidentiality and privacy issues.
- Guidance and advice available from the Supervisor within the nominated department.

SPECIALIST SKILLS AND KNOWLEDGE:

- An understanding of the relevant technology, procedures and processes used within Council.
- Proficiency in the application of standardised procedures, practices, Acts and regulations.
- Knowledge and proficiency in the use of general office equipment.
- Experience in the use of MS Office suite, including Word, Outlook and Excel.
- Demonstrated proficiency in typing, filing, general administrative tasks and support.

MANAGEMENT SKILLS:

- Skills in managing time, planning and organising work.
- Basic knowledge of personnel practices.

POSITION DESCRIPTION



INTERPERSONAL SKILLS:

- The ability to gain cooperation and assistance from customers and other staff.
- Patience and tact, and the ability to judge a situation so as to determine the best method to achieve customer service satisfaction.
- The ability to maintain a positive “can-do” attitude when serving customers.
- Display a high level of professionalism and discretion in dealing with confidential or sensitive information.
- Excellent oral and written communication skills.

QUALIFICATIONS AND EXPERIENCE:

- Formal qualification or relevant experience in customer service/administration.
- Proven experience and proficient in the use of MS Office suite, including Word, Outlook and Excel.
- Current satisfactory Victoria Police Check/Working with Children Check.
- A current Victorian Driver Licence, or other Australian state/territory equivalent.

ORGANISATIONAL RESPONSIBILITIES:

- At all times, behave in a manner consistent with Council’s Code of Conduct and human resource policies and guidelines (including Bullying/ Equal Opportunity/ Discrimination/ Sexual Harassment policy)
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council’s OHS and Return to Work policies, procedures, training programs and initiatives.
- Ensure compliance to relevant regulatory or legislative requirements; including but not limited to Information Privacy and Freedom of Information.

CHILD SAFE STANDARDS:

- The Buloke Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.
- All staff must adhere to Council’s Child Safe Policy and procedures and ensure that any reasonable suspicion of abuse to children or young people is reported.

VARIATIONS TO CONDITIONS OF EMPLOYMENT:

This position description is subject to change from time to time as Buloke Shire Council’s organisation may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

ANNUAL PERFORMANCE REVIEW:

Every staff member is required to actively participate in the annual performance review/appraisal process with his or her supervisor.

POSITION DESCRIPTION



KEY SELECTION CRITERIA:

- Formal qualification or relevant experience in customer service/administration.
- Demonstrated experience in office support, administration, secretarial and general office procedures.
- Demonstrated problem solving skills and a proactive approach to staff and managers, to quickly identify problems and suggest improvements.
- Understanding of time management in order to meet deadlines with competing priorities, in a dynamic environment.
- Excellent oral and written communication skills for dealing with customer and staff enquiries.
- Demonstrated ability to work effectively in a team environment and positively contribute to a team.
- Honesty, integrity and confidentiality.
- Proven experience and proficient in the use of MS Office suite, including Word, Outlook and Excel.
- Experience and proficient use in the application of Microsoft Teams and associated applications (an advantage).
- Experience and practical knowledge in Local Government (desirable).

VERIFICATION:

This section verifies that the position holder and supervisor/s have read the above position description and are satisfied that it accurately describes the position.

Agreed by:
Gaynor Atkin
Director Community Development

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Date

Agreed by:
Joanne Postlethwaite
Manager Customer Engagement

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Date

Agreed by:
Administration Assistant

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Date