



POSITION DESCRIPTION

POSITION TITLE:	Administration Officer – (Corporate Services)
CLASSIFICATION:	Queensland Local Government Industry Stream (A) Award Level 1 year 1
REPORTS TO:	Corporate Services Manager
PLACE OF EMPLOYMENT:	Council Administration Building, Barambah Avenue, Cherbourg

POSITION OBJECTIVE

Provide administration support to Corporate Services department (Finance, Payroll, HR Information Technology and Housing).

Provide customer service, reception and telephony services across the corporate services area and respond to all inquiries from entrants to the office and via phone.

Perform mail office duties to the community.

KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Undertake administration duties such as post office duties, word processing, recording/making calls, filing, faxing and photocopying
- Cash receipting and Centrelink cheque receipting
- Ensure all administration procedures are adhered to and maintain confidentiality at all times
- Maintain and order front office supplies including stationery, toner and cartridges
- Represent Council by welcoming customers, clients and other visitors, determining their needs and ensuring that these are met in an efficient and friendly manner
- Promptly attend to incoming telephone calls including welcoming callers, determining the purpose of their call, forwarding their calls to appropriate staff members and following up as appropriate
- Accurately record messages when necessary for staff members who are unavailable to take telephone calls and ensuring their timely and effective distribution
- Maintain the front counter area in a tidy and neat manner and ensure that all information material is up to date
- Accurate data entry and documentary evidence collected when needed
- Other duties as required by Corporate Services Manager and CEO

EXTENT OF AUTHORITY

- Accountable to the Corporate Services Manager for performance of the position.

ORGANISATIONAL RELATIONSHIPS

Internal Liaisons: All Council employees by communicating respectfully and sharing ideas

External Liaisons: All external stakeholders, current and future as well as the local and wider community

CORE COMPETENCIES

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.

Communication

- Write in a clear and concise style, which is grammatically correct
- Clearly express opinions, ideas, and information to colleagues
- Provide complex information in plain language

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.

Environment

- Monitor your work for opportunities to reduce adverse impacts on the environment.

Workplace Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures
- Encourage your colleagues to work safely
- Identify hazards and assess risks in the workplace
- Build a positive proactive culture towards a safe workplace

Efficiency

- Undertake tasks in an efficient and timely manner.

Compliance

- All staff are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures
- Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence/certificate.
- All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
- All employees are to work in accordance with the standards contained within Council's Code of Conduct.

GENERAL

Whilst employment is in the position described in this document it is understood that employment is with Cherbourg Aboriginal Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

- The CASC will review employees' job descriptions from time to time and update them to ensure that they relate to the job as then being performed.
- Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
- All staff are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures
- All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
- All employees are expected to wear uniforms supplied for all rostered shifts or present a favourable and professional image in line with Cherbourg's professional image.
- All employees are to work in accordance with the standards contained within Council's Code of Conduct.

SELECTION CRITERIA

- Must have numeracy, literacy and communication skills.
- Computer experience preferred.
- Strict adherence to confidentiality
- Must be punctual and reliable
- Willing to work as a team
- Willing to undertake training
- A current Class C drivers licence

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read and understand its contents:

Employee Name & Signature

Date

Supervisor Name & Signature

Date