

BARCADDINE REGIONAL COUNCIL

POSITION DESCRIPTION

POSITION: Customer Service and Administration Support Officer

1. LOCATION BASE: Barcaldine Administration Office with Regional work and travel as required.

2. DIRECTION AND SUPERVISORY RESPONSIBILITY

- 1) Works under close or regular direction and supervision;
- 2) Freedom to act within established guidelines; and
- 3) May be required to supervise and guide subordinate employees.

3. REPORTS AND PROFESSIONAL RELATIONSHIPS:

- 1) Directly to the District Manager; and
- 2) Interacts with Chief Executive Officer (CEO), Deputy Chief Executive Officer (DCEO), District Managers, Senior Management and Support Staff; Other Stakeholders and Members of the Public.

4. INDUSTRIAL INSTRUMENTS:

- 1) Queensland Local Government Industry (Stream A) Award – State 2017; and
- 2) Barcaldine Regional Council Certified Agreement 2018.

5. AWARD EMPLOYMENT STATUS:

- 1) Part Time employment basis subject to Council's capacity to Pay and Employee Performance.

6. CLASSIFICATION LEVEL:

- 1) Level 2-3 as defined in the Queensland Local Government Industry (Stream A) Award Division 2 - Section 1 - Schedule 1 (Classifications – Administrative, technical, supervisory etc.)
- 2) Classification level will depend on experience and assessed qualifications.

7. MAJOR OUTCOMES OF POSITION

- 1) Provide administrative, secretarial and financial support to the relevant District Office requiring sound judgement, initiative, confidentiality and sensitivity in the performance of work;
- 2) Assist other employees with a wide range of administrative tasks and duties to successfully deliver Council services including but not limited to:
 - a. Reception duties including answering phones and telephone enquiries and relay messages as required;
 - b. Ensure all incoming phone calls are attended to in a prompt and courteous manner;
 - c. Receive and action customer enquiries;
 - d. Schedule and confirm appointments;
 - e. Meet, greet and sign in customers and visitors;
 - f. Receipting, banking and procurement activities;
 - g. Photocopying, scanning, preparation of documents and correspondence;

- h. Ensure adequate supplies of consumables are maintained such as stationery, printer and kitchen supplies.
- 3) Provide relief support to Council's Bank of Queensland as required and in accordance with the policies and procedures of Council and the Bank of Queensland;
- 4) Provide relief support to Council's Tourist Information Centre, Library and other Council services as directed by the District Manager;
- 5) Maintain office systems, including but not limited to registers, filing and records management for all incoming/outgoing correspondence and successfully ensuring the confidentiality and integrity of data within your control is maintained;
- 6) Provide a high level of customer service to ensure internal and/or external stakeholders receive satisfactory outcomes from their dealings with Council;
- 7) Solve problems of limited difficulty using knowledge, judgement and work organisational skills acquired through qualifications and/or previous work experience;
- 8) Operate computers and computer systems to execute the duties and responsibilities of this position;
- 9) Maintain sufficient knowledge and understanding of relevant legislation and Council's systems, processes and procedures in order to effectively undertake the major outcomes of this position;
- 10) Carry out obligations in regard to Council Policies and Procedures, Legislative requirements and compliance with Quality Assurance and Environmental management procedures;
- 11) Be aware of and comply with all statutory workplace safety Legislation and Barcaldine Regional Council WH&S Management System – BRC Safety Management System, WH&S policies and procedures;
- 12) Promote safe working practices and maintain a safe work environment; and
- 13) Carry out other duties as directed by the District Manager within skills, competencies and training

8. SUPPORTING RESPONSIBILITIES

- 1) Provide administrative support to other District Offices and/or Council Regional Office Functions as may be lawfully directed by the CEO.
- 2) All employees must observe all laws relating to their employment including but not limited to:-
 - a) The ethics principles outlined in section 4 of the Public Sector Ethics Act 1994.
 - b) Conduct all duties in accordance with relevant statutory requirements industry codes, practices and standards and;
 - c) Comply with Council's Employee Code of Conduct, Council plans, policies and procedures.
- 3) All employees must observe Section 13 of the Local Government Act 2009 as follows –
 "Local Government Act 2009 - Chapter 2 Local governments
 Part 1 Local governments and their constitution, responsibilities and powers: -
Section 13.2 Responsibilities of local government employees

All employees have the following responsibilities—

- (a)** Implementing the policies and priorities of the local government in a way that promotes—
 - (i) the effective, efficient and economical management of public resources; and
 - (ii) excellence in service delivery; and
 - (iii) continual improvement;
- (b)** carrying out their duties in a way that ensures the local government—
 - (i) discharges its responsibilities under this Act; and
 - (ii) complies with all laws that apply to local governments; and
 - (iii) achieves its corporate plan;
- (c)** providing sound and impartial advice to the local government;
- (d)** carrying out their duties impartially and with integrity;
- (e)** ensuring the employee’s personal conduct does not reflect adversely on the reputation of the local government;
- (f)** improving all aspects of the employee’s work performance;
- (g)** observing all laws relating to their employment;
- (h)** observing the ethics principles under the Public Sector Ethics Act 1994, section 4;
- (i)** complying with a code of conduct under the Public Sector Ethics Act 1994.”

9. QUALIFICATIONS, RECOGNISED LEARNINGS AND LICENCES

Essential

The Appointee will hold relevant skills, Licences, Qualifications and experience related to this Position including:

- 1) The satisfactory completion of a year 12 Certificate or equivalent; or
- 2) Demonstrated prior learning from their Work History; and
- 3) A current QLD Car Driver’s Licence;
- 4) Sound computer skills with experience using Microsoft Office Suite, records management systems and internal computer systems; and
- 5) A basic understanding of, or have an assessed capacity to obtain an understanding of, the various functions of Local Government.

Desirable

- 1) Formal tertiary qualifications in Business Administration or related discipline;
- 2) 2 years of relevant work experience; and
- 3) Previous recent experience working in Local Government or with other government bodies desirable but not mandatory.

10. PHYSICAL REQUIREMENTS

Physical Demand Category

<input checked="" type="checkbox"/>	Sedentary Work
<input type="checkbox"/>	Light Duty – Occasional lifting/ carrying of objects weighing up to 5kgs
<input type="checkbox"/>	Medium work – Occasional lifting/ carrying of objects weighing up to 10kgs
<input type="checkbox"/>	Heavy work – Occasional lifting/ carrying of objects weighing up to 20kgs

Audio Visual Demands

<input checked="" type="checkbox"/> Peripheral Vision	<input checked="" type="checkbox"/> Hearing
---	---

Specific Actions Required

This job may include:

	Standing/Walking		Sitting		Driving
<input type="checkbox"/>	None	<input type="checkbox"/>	None	<input type="checkbox"/>	None
<input checked="" type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional	<input type="checkbox"/>	Occasional
<input type="checkbox"/>	1-4 Hours	<input type="checkbox"/>	1-4 Hours	<input checked="" type="checkbox"/>	1-4 Hours
<input type="checkbox"/>	4-6 Hours	<input type="checkbox"/>	4-6 Hours	<input type="checkbox"/>	4-6 Hours
<input type="checkbox"/>	6-8 Hours	<input checked="" type="checkbox"/>	6-8 Hours	<input type="checkbox"/>	6-8 Hours

Work Environment

Attribute	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Repetitive Motions

<input checked="" type="checkbox"/> Simple Grasping	<input checked="" type="checkbox"/> Fine Manipulation	<input type="checkbox"/> Pushing & Pulling
<input checked="" type="checkbox"/> Finger Dexterity	<input type="checkbox"/> Foot Movement	

This job will require the following:

Action	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

11. SELECTION CRITERIA

Selection will be based on an Assessment of any Applicant's ability to demonstrate their successful past performance, or their perceived abilities to be able to successfully perform and deliver services, against the following: -

- 1) Demonstrated the ability or have an assessed capacity to provide administrative and secretarial support requiring a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work;
- 2) Demonstrated sound problem solving skills with the ability to develop creative solutions;
- 3) Demonstrated ability to provide efficient, friendly and professional customer service with the willingness to go above and beyond;
- 4) Demonstrated sound communication skills (written and verbal) and developed interpersonal skills;
- 5) Demonstrated self-management and time-management skills with the ability to prioritise and work independently;
- 6) Demonstrated experience working collaboratively and contributing positively in a team environment;
- 7) Demonstrated proficiency in the operation of internal computer systems, familiarity with financial software and experience with Microsoft Office Suite; and
- 8) Demonstrated commitment to Workplace Health and Safety with a basic understanding of how to maintain a safe working environment.

POSITION DESCRIPTION AUTHORISATION

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable by the CEO.

Chief Executive Officers Certification

This position description is authorised by:

_____ Date:
Brett Walsh
Acting Chief Executive Officer

ADMINISTRATIVE ACTION

Prepared By:	HR	Date Issued:	21/05/2019
Reviewed By:	HR	Date:	06/11/2019

Position Incumbent's Name:

Signature:

Date: