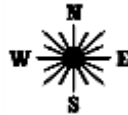




CENTRAL DARLING SHIRE COUNCIL POSITION DESCRIPTION



Position:	ADMINISTRATION OFFICER (Permanent Position Wilcannia based)
Grade:	Grade 3 Entry (\$48,246/year)
Department:	BUSINESS SERVICES
Accountable to:	DIRECTOR, BUSINESS SERVICES
Date:	OCTOBER 2020

PURPOSE OF THE POSITION

Position Objectives

Provide the community with accurate, timely and professional customer service at various Council offices in Wilcannia including the post office.

KEY CORPORATE ACCOUNTABILITIES

Council's Values

Our Organisational Values determine how we deal with our customers, our work colleagues and how we approach our work. All employees need to uphold, promote and behave in a manner consistent with Council's Values, through a collaborative approach and strong commitment. Council's values support our mission and guide us in achieving our vision. Our values are: -

- Energising Leadership
- Customer Service and Contribution to Community
- Innovation and Continuous Improvement
- Equal Employment and Caring for Individuals
- Political Harmony
- Team Work
- Ethical Behaviour

Promote Work Health and Safety standards

The time to work safely is always. All employees have a responsibility for Work Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to WHS.

In particular:

- Take reasonable care to protect your own health and safety at work.
- Ensure that you don't endanger any other person through any act or omission at work.
- Ensure that correct use is made of all equipment provided for health and safety purposes.
- Obey all reasonable instructions issued to protect your own personal health and safety, and the health and safety of others.
- Ensure that you are not, by the consumption of alcohol or a drug, in such a state to endanger your own safety at work or the safety of any other person at work.
- Immediately report all accidents or incidents to your Supervisor, and report or make such recommendations to your supervisor as deemed necessary to avoid, eliminate or minimise any hazards of which you are aware regarding working conditions or methods.
- Keep your work area tidy.

Ethical Conduct

Employees must be impartial and fair in their dealings with residents, customers, suppliers, general public and each other in order to retain trust, confidence and support. Council's Code of Conduct sets out minimum standards of conduct that is expected of us and we must adhere to Council's Code of Conduct and Statement of Business Ethics.

Equal Employment Opportunity

Central Darling Shire Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism.

Comply with all Council's Management Guidelines, Policies and Procedures

Compliance with all Council policies, procedures, controls, strategies, codes of conduct and other formal documents or instruments that impact on day to day operations of the position.

KEY OPERATIONAL ACCOUNTABILITIES

Duties and Responsibilities

Postal Services

- Ensure front counter is attended at all times to serve customers and the reception area is maintained in a neat and tidy manner and free from hazards.
- Collect, sort and place all incoming mail in appropriate postal boxes on a daily basis.
- Maintain administrative and retail store supplies. Arrange for quotations, prepare orders for delegated authority signature and complete goods

receivables, signing as required and forwarded to Creditors Officer for payment.

- Ensure all monies (cash and cheques) are secure at all times. All receipts balance to cash/cheque holdings each day and all monies receipted are to be banked at the latest by the following business day.
- Cash limits for banking facilities are to be adhered to. Limits to be kept within acceptable levels as determined by the Director, Business Services.
- Safe and Building combinations and keys are to be kept secure at all times. Combinations to be changed on a regular basis with duplicate copy of amended combinations to be sealed and forwarded to the Director, Business Services for safekeeping.
- Ensure a high level of customer service and enquiry resolution.
- Ensure sufficient supplies of stationary and up-to-date literature for customer reference.
- PC Administration and teller workstation computers are to be secure at all times when not in immediate use.
- Premises security/hold up procedures are to be observed at all times.

Services NSW

- Ensure all stock items are available to meet customer demand.
- Ensure remittances of trust funds are balanced to cash received/ receipts.
- Ensure cash held on behalf of Service NSW is secure at all times and all accountable items are not accessible only to authorised officers.
- Ensure all standards set by Services NSW are adhered to in relation to confidentiality and customer transaction guidelines.

TrainLink

- Ensure a high level of customer service and enquiry resolution.
- Ensure correct completion of TrainLink ticketing is maintained.
- Sufficient supplies of stationary are maintained to meet demand.
- Liaise with TrainLink regarding ticketing, enquiries and complaint resolution as required.
- Cash and accountable items to be kept secure at all times.
- Compile and calculate monthly returns as required.

Council Administration

- Answer incoming calls in a professional, courteous and prompt manner (within three rings)
- Attend to enquiries and follow through to resolution. If the matter is not able to be resolved quickly and professional or if matters are of a complex and sensitive nature, refer to Director Business Services.
- Ensure the reception area counter are is attended to at all times to serve customers, and the area is well maintained in a neat and presentable manner and all flyer/brochures and notices are up to date.
- Collect, open and circulate all incoming correspondence on a daily basis when required.
- Assist in ensuring faxes, photocopiers, telephones and other office equipment are in functional condition, and assist other staff in their use if required.

- Provide additional administration support to the Executive Assistant, Directors and General Manager as directed.

Office General

- Deliver outcomes according to the operational works plan.
- Ensure compliance with all relevant legislation.
- Ensure that appropriate risk management processes are embedded and applied to all work activities.
- Take reasonable care for yours and others health and safety.
- Comply with instructions, policies and procedures of Council.
- Work in accordance with Council's Code of Conduct.
- Support new initiatives and approaches to encourage innovative behaviour.
- Support all team members during leave periods and increased workload.
- Maintain positive public relations, Council image and customer service standards.
- Perform other duties as required and directed by the Director, Business Services or the General Manager.

Authority and Accountability

Responsible for supervising staff in operational duties or for work requiring independence in the application of skills, subject to routine supervision. Responsible for quality of work function.

Judgement and problem solving

Option on how to approach tasks requires interpretation of problems and may involve precise judgement in operational matters.

Specialist knowledge and skills

The number of work areas in which the position operates makes the work complicated and a variety of skills are required in its completion. Position may require competence in operation of complex machinery.

Management skills

Supervisory skills in the communication of instructions, training and the checking of work may be required.

Interpersonal skills

Skills are required to convince and explain specific points of view or information to others and to reconcile differences between parties.

Qualifications and experience

Experience to adapt procedures to suit situations and a thorough knowledge of the most complex operational work procedures to achieve work objectives.

LIMITS OF AUTHORITY

Exercise responsibilities in accordance with Council's Delegations of Authority and Financial Delegation.

KEY SELECTION CRITERIA

Skills and Experience – Selection Criteria:

- Experience in working for Service NSW and in particular Transport NSW systems for processing vehicle licences and registration.
- Experience in administration or banking industry.
- A broad understanding of reporting requirements.
- Demonstrated experience and commitment to providing quality customer service both face to face and on the telephone.
- Ability to work independently and as part of a team.
- Demonstrated knowledge and understanding of computer systems.
- Demonstrated knowledge and experience in updating computerised databases.
- Demonstrated high level of time management and organisational skills.
- Demonstrated ability to act in a professional manner and adhere to Council's values and behaviours.

It is a mandatory requirement that an accredited Australian National Police Character Safety Check and Working with Children clearances are attained.

Council takes its responsibility for duty of care of its employees seriously. Council has obligations under the *Workplace Health and Safety Act 2011* with respect to employees' safety and risk. Therefore, a pre-employment medical examination is mandatory, which may include drug screening and a functional capacity assessment.

Desirable qualifications and experience

- Demonstrated ability to communicate effectively with people at all levels of the organisation.
- Experience in working as part of a team, and the ability to work independently.
- Ability to be courteous, sensitive and have a professional approach in dealing with stakeholders.
- Ability and willingness to undertake training as required, which will require intrastate absence for approximately six weeks.

Employee Only:

I have read and understood the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name:

Signature:

Date: