

Administrative Support Officer - Operations

Burdekin Shire Council is seeking applications for an Administrative Support Officer to provide administrative support to the Operations Department Water and Wastewater section.

The Position

The key responsibilities include:

- Under regular direction, maintain the Customer Request system in Technology One.
- Assist in the preparation and distribution of statutory reports.
- Preparation of correspondence, public notices, press releases and other material relevant to the Water and Wastewater section.
- Ensure document processes generated for Construction Projects are in accordance with Council Quality Assurance and Work Health and Safety procedures.
- Undertake Site Hazard Inspection audits in accordance with Council's Monthly Action Plan's.
- Undertake financial costing including processing of purchase orders, checking delivery dockets, compiling financial reports in Finance One and processing of purchase cards.
- Support areas will include the Parks and Gardens and Works sections in periods of leave or high workload for administration and technical officers.

The Person

The successful applicant will possess the following attributes at a minimum:

- Certificate III in Business Administration or equivalent general clerical experience.
- Proficiency in the use of the Microsoft Office Suite of applications and data entry.
- Demonstrated experience working effectively with internal and external customers at all levels.
- Minimum of class 'C' driver's licence.
- CPCCWHS1001 – General Construction Induction White Card.

Applicants should familiarise themselves with the entire position description.

The applicable salary is to a ceiling of Level 2 (\$66,586pa) with the commencing salary dependent upon the skills and experience of the successful applicant.

Applications for **20/25 – Administrative Support Officer – Operations** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria
- Copies of relevant qualifications and licences

Applications can be submitted using one of the following methods (Word or PDF format is preferable):

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 20/15, PO Box 974, Ayr Qld 4807

Applications close on Tuesday, 14 July 2020 at 5.00pm.

For further information please contact Shaun Johnston – Manager Water and Wastewater on (07) 4783 9800.

Administrative Support Officer – Operations

It is essential to respond to each criterion explaining how you have demonstrated each skill or quality and including examples from your work experiences. Short-listing of candidates will be based upon an assessment of how well the following selection criteria are addressed.

Essential

1. Certificate III in Business Administration or equivalent general clerical experience.
2. Proficiency in the use of the Microsoft Office Suite of applications and data entry.
3. Demonstrated experience working effectively with internal and external customers at all levels.
4. Minimum of class 'C' driver's licence.
5. CPCCWHS1001 – General Construction Induction White Card.

Desirable

1. Recognised qualification in Traffic Management Implementation - Queensland.

Administrative Support Officer – Operations

Position Number	30210
Certified Agreement	Burdekin Shire Council Certified Agreement - 2018
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Section	Section 1- Administrative, clerical, technical, professional, community service, supervisory and managerial services
Award Level	Level 2
Reports To	Manager Water and Wastewater
Place of Employment	Council Depot, 25-51 Jones Street, Ayr

Position Objective

Responsible for the performance of administrative tasks carried out in Council's Operations Department Water and Wastewater section in the most effective and efficient manner possible.

Relieve administration positions within the Operations Department during periods of extended leave.

Key Responsibilities

Council is committed to a One Team One Council approach where all departments work collaboratively together to achieve value for money for the rate payers of the Burdekin.

Accordingly, 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:

- Provide administrative support to the Operations Department under the general direction of the Manager – Water and Wastewater.
- Exercise a high degree of judgement, initiative, confidentiality and sensitivity in the performance of work.
- Understanding and appreciation of customer focus in all Council operational sections.
- Under regular direction, maintain the Customer Request system in Technology One.
- Promote positive public relations and treat relevant work-related information as confidential.
- Assist in the preparation and distribution of statutory reports to the Water Supply Regulator - Department of Energy and Water Supply, Department of Environment and Heritage Protection and other government agencies under regular direction, as required.
- Preparation of correspondence, public notices, press releases and other material relevant to the Water and Wastewater section.
- Ensure document processes generated for Construction Projects are in accordance with Council Quality Assurance and Work Health and Safety procedures.
- Undertake Site Hazard Inspection audits in accordance with Council's Monthly Action Plan's.
- Undertake financial costing for the Water and Wastewater section including processing of purchase orders, checking delivery dockets, compiling financial reports in Finance One and processing of purchase cards.
- Maintain Council's Intranet and website content for the Water and Wastewater section.

Administrative Support Officer – Operations

- Provide data entry services for Water and Wastewater section.
- Where possible, use creativity and initiative in solving work related problems.
- Contribute to continual improvement of Council's productivity and delivery of services to the community.
- Interpretation and administration of matters for which there are no clearly established procedures.
- Support areas will include the Parks and Gardens and Works sections in periods of leave or high workload for administration and technical officers.

Position Requirements**Knowledge**

- Sound knowledge of work activities performed and clerical/administrative practices and procedures within the Operations Department.
- Sound knowledge of statutory requirements relevant to work area.
- Sound knowledge of section/department functions and operation of Council structure.
- Working knowledge of policies and regulations relating to the work area.
- Developing knowledge of the Work Health and Safety Act and its application at the workplace.
- Working knowledge of Council local laws.
- Sound knowledge of Microsoft Office Suite of applications.

Skills

- Managing and planning own work.
- Sound skills interpreting and using external websites and databases.
- Sound skills in the operation of computer software systems and packages including Microsoft Office and Technology One.
- Sound skills in written communication: letter writing, report writing, data entry and spread sheeting.
- Demonstrated skills in dealing with the public and commitment to quality customer service.
- Provision of routine information and information of a confidential nature to the public.
- Sound skills in contemporary office management and relevant software packages.
- Develop work methods and/or exercise judgement where general work procedures are undefined.

Abilities

- Ability to assist senior officers with specific projects.
- Ability to gain co-operation and assistance to resolve issues.
- Ability to order, deliver and track materials and services within Council's Finance system.
- Ability to solve work procedural problems of limited difficulty in the work area, using knowledge, own judgement and work organisational skills acquired through qualifications and/or previous work experience.
- Ability to exercise initiative in the application of both established and new work procedures.
- Ability to plan work to meet deadlines and achieve outcomes.

Administrative Support Officer – Operations**Other Requirements**

- Personal characteristics of integrity, honesty, commitment, reliability, motivation, and the ability to deal with pressure.
- Maintain confidentiality of all work-related documents, information, and situations.

Experience and Qualifications

- Certificate III in Business Administration or equivalent general clerical experience.
- CPCWHS1001 – General Construction Induction White Card.
- Traffic Management Implementation - Queensland.
- Current class C driver's licence.
- Working in Proximity to Traffic (DMR).
- Experience in local government functions and administration within an Operational environment.
- Experience in the maintenance of database information.
- Experience using Microsoft Office applications particularly Word and Excel.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Industry (Stream A) Award – State 2017, and are used as a guide to determine the level of this position, but may not form a specific part of the key responsibilities:

Organisational Relationships

- Works under regular supervision.
- Oversees and guides a limited number of lower classified employees.
- Where relevant, supervises minor works programs/projects.

Extent of Authority

- Work outcomes monitored.
- Freedom to act within established guidelines.
- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents and guidelines. Assistance is available when problems occur.
- Graduates receive instructions.
- Plan and coordinate work for minor work programs.

Core Competencies

These competencies relate to positions at this Award level:

Teamwork

- Participate in team-based activities.
- Respect other team members.
- Complete the tasks allocated to you.
- Know the team goals, parameters, and major issues.
- Work within the parameters.
- Contribute willingly to team activities.

Administrative Support Officer – Operations

- Accept decisions, even those with which you disagree.

Customer Service

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

Communication

- Write in a way that your reader can understand.
- Listen and speak clearly to your colleagues and customers.

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.
- Suggest improvements through the customer request system.

Environment

- Work according to agreed environmental standards within your team.
- Contribute towards setting environmental standards within your team.
- Monitor your work for opportunities to reduce adverse impacts on the environment.
- Report incidents and suggest improvements through the customer request system.

Work 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.
- Use organisational systems, such as customer service requests, to identify and rectify hazards, near misses, and non-compliances with procedures.

Efficiency

- Undertake tasks in an efficient and timely manner.
- Suggest improvements through the customer request system.

General

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. Therefore, you will be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.
2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin 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.

Administrative Support Officer – Operations

3. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures, and ensuring they are captured in the authorised recordkeeping system, Technology One Enterprise Content Management (ECM).
5. Failure to maintain any licence or certificate, which is 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 or certificate.
6. 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.
7. All employees are to actively participate in the Employee Performance Development Program.
8. All employees must work in accordance with the standards contained within Council's Code of Conduct. Failure to do so may lead to disciplinary action up to and including termination of employment.
9. All employees are encouraged to be a contributing member to the wider Burdekin community and therefore it is highly recommended that you take up permanent residency within three months of the successful completion of your probationary period.
10. Abide by all existing policies, guidelines, and Operational Standards and as amended from time to time.