

Trainee Administration Officer - Operations

Burdekin Shire Council is currently seeking applications for a Trainee Administration Officer. The successful applicant will complete a traineeship in the Operations Department learning basic clerical and administration tasks while undertaking a Certificate III in Business Administration. The traineeship qualification has a nominal duration of 12 months.

This traineeship opportunity is made available with the assistance of government incentives; therefore, successful appointment will be dependent on applicants meeting specific funding criteria contained in the attached Traineeship Eligibility Questionnaire. Funding eligibility will be assessed upon receipt of your application.

The key responsibilities include:

- Perform a range of clerical activities for the Operations Department including Water and Waste Water, Parks and Works sections.
- Under regular direction maintain efficient customer request processing through the daily receipt, dispatch and finalisation in the Proclaim System.
- Assist in water sample preparation, collection, dispatch and recording in SWIM Local.
- Assist in the preparation of correspondence, public notices and other material relevant to the Operations Department.

Applicants should familiarise themselves with the entire position description.

Wages and Conditions of employment will be determined in accordance with the Order – Apprentices' and Trainees' Wages and Conditions (Excluding Certain Queensland Government Entities) 2003; Training Wage Award – State 2012 and Council's Certified Agreement. Currently, the salary ranges from \$727.12 to \$1,353.61 gross per fortnight dependent upon age and the highest year of schooling completed.

Applications for **18/68 – Trainee Administration Officer - Operations** should include:

- A cover letter
- A current resume
- Statements addressing the selection criteria found in the Position Description
- Traineeship Eligibility Questionnaire

Applications can be submitted using one of the following methods:

- Email – employment@burdekin.qld.gov.au
- Mail – Confidential Application No. 18/68, PO Box 974, Ayr Qld 4807

Applications close on Wednesday, 21 November 2018 at 5.00pm. Word or PDF format is preferable.

For further information please contact the Manager Operations – Wayne Saldumbide on (07) 4783 9800.

Traineeship Eligibility Questionnaire

Trainee/Apprenticeship opportunities are made available by Burdekin Shire Council with the assistance of government incentives.

The following information is required from applicants to confirm eligibility for participation.

(Note, not all criteria need to be met to be eligible)

Name: _____

1. Are you aged between 15-24 years of age? No Yes
D.O.B. ____/____/____
2. Are you aboriginal and Torres Strait Islander? No Yes
3. Mature-age job seeker (45 years or older) No Yes
4. Migrants and refugees from culturally and linguistically diverse backgrounds
 No Yes
5. Person with a disability No Yes
6. Displaced worker No Yes
7. Women re-entering the workforce No Yes
If yes, please advise _____
8. Are you currently on any government benefits (e.g. Newstart or Disability) No Yes
If yes, please advise _____
9. Are you currently registered with a job network provider No Yes
If yes, please advise _____
10. Have you previously completed a Certificate III or higher No Yes
If yes, please provide details _____
11. Have you previously completed a Traineeship or Apprenticeship No Yes
If yes, please provide details _____

Position Number	30204
Certified Agreement	Burdekin Shire Council Certified Agreement - 2018
Award	Queensland Local Government Industry (Stream A) Award – State 2017
Award Division	Division 2 – Section 1 – Administrative Services
Award Descriptor Level	Level 1
Reports To	Manager Water Wastewater
Place of Employment	Council Chambers, 145 Young Street, Ayr

Position Objective

Complete a one-year traineeship in the Operations Department learning basic clerical and administration tasks while undertaking a course of study. Undertake a range of administrative activities requiring the application of acquired skills and knowledge within clearly defined guidelines.

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:

- Understanding and appreciation of customer focus in all Council operational sections.
- Perform a range of clerical activities requiring the application of established work procedures for the Operations Department including Water and Waste Water, Parks and Works sections, being accountable to the section managers for the work performed.
- Under regular direction maintain efficient customer request processing through the daily receipt, dispatch and finalisation of same in the Proclaim System.
- Assist in water sample preparation, collection, dispatch and recording in SWIM Local.
- Registration of documents into Council's record keeping system (Technology One Enterprise Content Management System)
- Assist in the preparation of correspondence, public notices and other material relevant to the Operations Department.
- Observe sound levels of judgement, initiative, confidentiality and sensitivity in the performance of work.
- Other miscellaneous duties as allocated by supervisors.

Position Requirements

Knowledge

- Developing knowledge of clerical and administrative practices and procedures.
- Understanding of basic computing system functions and tasks.
- Developing knowledge of section and department function and operation.
- Developing knowledge of Council structure.
- Developing knowledge of statutory requirements.

Skills

- Basic numeracy skills.
- Sound keyboard skills.
- Basic telephone technique.
- Reading comprehension.
- Active learning.
- Active listening.
- Developing teamwork skills.
- Service orientation.
- Operate modern office equipment.
- Fundamentally proficient in the use of Microsoft Office applications.
- Developing time management skills.

Abilities

- Oral expression.
- Oral comprehension.
- Written comprehension.
- Written expression.
- Ability to exercise initiative in the application of established work procedures.

Other Requirements

- Ability and commitment to complete a Certificate III in Business Administration within 12 months.
- Personal characteristics of integrity, honesty, reliability, and commitment.
- Apply conditions of confidentiality to work-related material and situations.

Experience and Qualifications

- Minimum of Year 10 education with satisfactory results.
- P or C class Drivers Licence.

Award Classification

These classification characteristics are drawn directly from the Queensland Local Government Officers Award 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 direct supervision.

Extent of Authority

- Work outcomes are clearly monitored.
- Freedom to act limited by standards and procedures.

- Solutions to problems found in established procedures and instructions, assistance readily available.
- No scope for interpretation.

Core Competencies

These competencies relate to Level 1 positions of the Local Government Officers Award:

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.
- 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.
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.

Selection Criteria

It is essential to respond to each criterion with one or two paragraphs explaining how you have demonstrated each particular skill or quality, with 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. Minimum of a Year 10 education with satisfactory results (attach most recent academic record).
2. Minimum of a P or C class driver's licence.
3. Demonstrated ability to undertake a course of further study.
4. Sound working knowledge of Microsoft Office applications.
5. Demonstrated basic telephone, numeracy and keyboarding skills.
6. Demonstrated sound written and verbal communication skills.
7. Demonstrated ability to work in a small team environment.