



## Position Description

### A. POSITION PROFILE

**Position:**

**Executive Assistant – Sustainable Development**

**Position Evaluation:**

*Award: Band 2 Level 1*

*Salary System Grade: 10*

**Conditions of Employment:**

*Australian Citizen or Right to Work in Australia  
Local Government (State) Award  
Permanent Full-time*

**Additional Benefits:**

*Nine Day Fortnight  
12% Superannuation*

**Position Occupant:**

*Vacant*

**Department:**

*General Manager*

**Section/Group:**

*Sustainable Development*

**Location:**

Cootamundra

Gundagai

**Direct Supervisor:**

*Manager Sustainable Development*

**Number of Staff Supervised by this position:**

*Nil*

### B. STATEMENT OF FUNCTION

Provide confidential and professional executive and administrative support to all Directorate staff. Provide efficient and effective customer service and administrative support, presenting a professional, helpful, and positive image of Council. Participate in Council's incoming call group to ensure enquiries and requests are managed promptly and professionally.

### C. KEY RESPONSIBILITIES

1. Provide administrative assistance to support the functions within the Sustainable Development department as required.
2. Ensure relevant systems, registers, websites and related databases are maintained and regularly updated.
3. Ensure requests and complaints relevant to work area are responded to professionally and are directed promptly to the relevant officer as required.
4. Ensure all administrative tasks assigned are completed accurately and in a professional and timely manner.
5. Ensure all completed documentation is accurately recorded in Council's Electronic Data Records Management System.
6. Recommend strategies that contribute to the continuous improvement of administrative functions within the Sustainable Development department.
7. Provide exceptional customer service, having wide knowledge and understanding of the Sustainable Development department's overall functions.

8. Deliver professional customer service and administrative support, including responding to customer enquiries, processing customer requests, facilitating interdepartmental communication, and accurately completing administrative tasks in accordance with Council procedures.

## D. DUTIES

1. Provide frontline customer service on behalf of the Sustainable Development Department, including liaising with customers regarding applications, scheduling inspection bookings and coordinating meetings as required.
2. Provide courteous, timely and accurate information to the public in response to telephone and counter enquiries directed to the Sustainable Development Department.
3. Record and refer customer enquiries, requests and complaints through the Customer Relationship Management (CRM) system, ensuring they are directed to the appropriate officer in a timely manner.
4. Assist with the coordination of conferences, meetings and events, including preparing notices, booking resources and venues, and taking and distributing meeting minutes.
5. Undertake general administrative duties as required, including research tasks, processing customer refunds, faxing, scanning, copying documents, preparing correspondence (including mail merge), laminating and shredding.
6. Assist Sustainable Development staff with the preparation of documentation, including correspondence, reports, Business Papers, certificates and forms.
7. Record, file and maintain incoming and outgoing correspondence and documentation within Council's Electronic Data Management System.
8. Extract and compile statistical information and system reports as requested, including preparing monthly reports and statistics for Council meeting agendas. Update Council's Planning Decision Register following each monthly Council meeting and ensure the current version is published on Council's website.
9. Record Long Service Leave Levy and Planning Return Fund payments and generate the monthly General Ledger report for levies received with development applications. Balance and reconcile reports and arrange payment as required.
10. Prepare and submit required reports and documentation to relevant external agencies.
11. Monitor and administer the NSW Planning Portal, including reviewing and updating incoming applications and maintaining user records as required.
12. Prepare and issue fee quotations for customers of the Sustainable Development Department in accordance with Council's adopted Fees and Charges.
13. Provide advice and assistance to members of the public regarding the use of the NSW Planning Portal and accessing relevant support services.
14. Maintain and update departmental databases and registers, including development and building registers, the fire safety register, on-site sewage management register and food premises register.
15. Prepare planning certificates, sewer diagrams, and Outstanding Notices and Orders Certificates, and assist in providing information in response to Government Information (Public Access) applications.
16. Assist with end of calendar and financial year administrative processes and reporting requirements, including preparation and submission of the Local Development Monitoring annual return.
17. Raise purchase requisitions and process goods receipts for the Sustainable Development Department.
18. Undertake Customer Service duties as required, including providing professional and courteous telephone customer service, responding to customer enquiries, answering, and directing telephone calls, processing customer requests through Council's customer request management systems, and maintaining accurate records of customer interactions.
19. Undertake the responsibilities of Native Title Manager on behalf of Council, with guidance and oversight from the Manager Sustainable Development.
20. Undertake any other duties within the limits of the employee's skills, competence and training as directed.

## **ESSENTIAL CRITERIA**

1. Demonstrated experience in a customer service/executive assistant role ideally gained within a multitasking environment.
2. Demonstrated experience in a customer service, with highly developed interpersonal, communication, customer service, and conflict resolution skills.
3. Demonstrated high level proficiency in the use and application of the Microsoft suite of products (in particular, Word, Excel, Outlook).
4. Demonstrated high level data entry and numerical skills.
5. Demonstrated high level organisational skills.
6. Demonstrated interpersonal, negotiation and conflict resolution skills.
7. Working knowledge of roles and responsibilities under the WHS Act 2011.

## **F. DESIRABLE CRITERIA**

1. Tertiary qualifications in Business Administration at Certificate IV level or above or equivalent.
2. Previous Local Government experience.
3. Current NSW Class C Drivers Licence.
4. Experience in the use of computerised records systems.