



## Position Description

### A. POSITION PROFILE

**Position:**

**Operations Support Officer**

**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:**

*Operations*

**Section:**

*Engineering - Gundagai*

**Location:**

Cootamundra

Gundagai

**Direct Supervisor:**

*Manager Engineering - Gundagai*

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

*Nil*

### B. STATEMENT OF FUNCTION

Provide confidential and professional administrative support to several council departments operating in the Gundagai Office. Provide efficient and effective reception and customer services at Council's office, presenting a professional, helpful, and positive image of Council.

### C. KEY RESPONSIBILITIES

1. Provide administrative assistance to support all managers operating in the Gundagai office with a primary focus on the operations area incorporating Engineering and Regional Services.
2. Ensure relevant systems, registers and related databases are maintained and regularly updated.
3. Ensure requests and complaints are responded to professionally and are directed promptly to the relevant officer.
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 Council's administrative functions.
7. Assist with preparation of reports and grant applications.
8. Deliver quality customer service to both internal and external customers.
9. Participate in and contribute to the work environment across several council departments.
10. Comply with Council's WHS Policy and procedures.

11. Deliver professional customer service and administrative support, including customer enquiries, cashiering, facility bookings, interdepartmental communication, and the accurate completion of administrative tasks in accordance with Council procedures.

## **D. DUTIES**

### **Administrative Support**

1. Provide executive support and administrative assistance to the Management team within the Gundagai Office.
2. Liaise with the Communications Officer to arrange publication of Council information and notifications relevant to the work area, e.g. major road works or closures.
3. Undertake data entry as required.
4. Undertake Customer Service duties as required, including providing professional and courteous front-line customer service, handling customer enquiries, answering telephone calls, and processing customer requests through Council's customer request management systems.
5. Direct and co-ordinate internal enquiries to relevant officers for their attention.
6. Record and file incoming and outgoing information on Council's Electronic Data Management System, including but not limited to On-call sheets, toolbox meeting documents, personal risk assessments for staff.
7. Respond as appropriate to customer requests and incoming correspondence.
8. Plan, co-ordinate and organize departmental events, meetings and functions.
9. Assist Manager's to extract statistical data and information required to complete statutory returns.
10. Develop understanding of functions of other departments, roles and duties to be able to provide back-up assistance when required due to operational requirements or to cover periods of leave (e.g. Front Counter Customer Service).
11. Provide support to staff in tendering and contract procedures and ensure procurement is in accordance with Council policy.
12. Manage all correspondence and communications in accordance with Councils Document Management System requirements.
13. Manage EPA reporting requirements and ensure all related information, including EPA licence statutory requirements is accurately maintained on Councils website.
14. Manage Councils Key register and facilitate distribution and returning of Council keys.
15. Manage Naming of roads, closing of roads through the Geographical Names board and associated proposal requirements.
16. Assist in Dial before you dig enquiries.
17. Administer Section 138 Roads Act applications.
18. Carry out any other duties that are within the limits of the employees' skill, competence and training.

### **Fleet Support**

19. Manage the purchasing of plant and equipment in accordance with the Councils Procurement Policy & Procedures & Guidelines.
20. Register department plant and equipment when required.
21. Manage fleet renewals, green slips, NRMA memberships, fuel cards, fuel account reconciliations and toll account.
22. Update and maintain the Plant Master Database, enter plant sheets, daily pre-start checks and other relevant documents.

## **Projects and Contracts Support**

23. Assist with the preparation of documents including but not limited to correspondence, reports, Business Papers, technical reports, contracts, specifications, leases, grant applications, notices and advertisements.
24. Complete tasks associated with the purchasing cycle including requisitions, goods receipt and invoice entry.
25. Provide support to Council's management and staff in tendering and contract procedures.
26. Complete ad-hoc procurement related projects as required including the preparation, expenditure and grant reporting.
27. Ensure Council has a copy of relevant insurances from contractors.

## **E. ESSENTIAL CRITERIA**

1. Tertiary qualifications in Business Administration at Certificate III level or above or equivalent.
2. 2 – 4 years' experience in a similar role.
3. Demonstrated experience in a customer service/executive assistant role ideally gained within a multitasking environment.
4. Demonstrated high level proficiency in the use and application of the Microsoft suite of products (in particular, Word, Excel & Outlook).
5. Demonstrated high level data entry and numeric skills.
6. Demonstrated high level report/grant writing skills.
7. Demonstrated high level organizational skills.
8. Demonstrated experience in customer service, cash handling, with highly developed interpersonal, communication and conflict resolution skills.
9. Current NSW Class C Driver's License.
10. 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. Experience in the use of computerised records systems.
4. First Aid Certificate.