



### POSITION DESCRIPTION

**Title** : ADMINISTRATION OFFICER  
**Section** : ADMINISTRATION SERVICES

---

---

#### 1. POSITION IDENTIFICATION

**Title:** Administration Officer  
**Classification:** Level 6 Local Government Industry Award 2020  
**Section:** Administration Services

#### 2. POSITION OBJECTIVES

- Provision of professional administrative support to Technical Services
- Provision of professional administrative support in the areas of building, planning & health to Shire consultants & external resources;
- Contribute to the records section to ensure objectives and performance standards are met;
- Contribute to efficient records management;
- Ensure that the customers and staff of the Shire of Coolgardie are assisted in a professional, efficient and courteous manner;

#### 3. REQUIREMENTS OF THE POSITION

##### **Essential**

- Experience in a variety of computer applications;
- Excellent time management and organisational skills;
- Demonstrated experience in providing excellent customer service skills;
- Experience in working in an administrative environment with a proven ability to work independently;
- Ability to work within an environment of continuous improvement;
- Pass a Pre-employment medical and drug screen
- Provide a Satisfactory National Police Clearance
- Current "C" Class Drivers Licence;

- Working knowledge of computerised records systems;
- Familiarisation with all aspects of customer service procedures and office administration;

### **Desirable**

- Some understanding of building/planning/health application & approval processes;
- Previous local government experience;
- Previous experience using Synergy Soft recording keeping software.

## **4. KEY DUTIES AND RESPONSIBILITIES**

- Ensure Council's compliance with statutory obligations;
- Ensure compliance with the Freedom of Information Act;
- Maintain information as required;
- Collation of data for departmental monthly reporting requirements;
- Provide assistance for outstanding records and correspondence;
- Develop harmonious relationship with all internal and external customers;
- Take initiative to attend to existing or potential customer and staff needs;
- General administrative duties as required which may include, but not limited to compliance functions, customer service, responding to phone & email enquiries,
- Provide administrative support for the technical services, building, health and planning staff of the Shire and external resources;
- Undertake any other duties as required.

## **5. GENERAL ACCOUNTABILITIES OF THE POSITION**

### **Occupational Health and Safety**

- Fully understand their OSH responsibilities, relevant legislation, policy, guidelines and standards; and regularly update their knowledge.
- Proactively recognise and identify hazards, investigate accidents and near misses, implement controls and prevention programmes, provide and maintain workplaces, plant and systems of work that do not expose employees to hazards. Ensure safe work practices and procedures are documented, understood, implemented and are being followed by employees.
- Ensure that Safety & Health Representatives reporting to them are able to carry out their legislated functions. (S. 33 OSH Act).
- Provide and enforce the use of adequate protective clothing and equipment, where it is not practicable to avoid the presence of hazards in the workplace.
- Ensure safe use, cleaning and maintenance, transportation and disposal of substances and plant used in the workplace
- One manager and one supervisor will participate for a one-year term (rotated annually) on the OSH Committee
- Two additional managers and supervisors can attend the OSH Committee as rostered each month as invited guests
- Lead a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

## **Customer Service**

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

## **6. ORGANISATIONAL RELATIONSHIPS**

**Responsible to:** Director of Operations

**Internal Liaison:** Chief Executive Officer  
All Staff

**External Liaison:** Other local authorities  
Residents and ratepayers  
Suppliers  
Government Authorities and Departments

## **7. EXTENT OF AUTHORITY**

This position operates within the limits of Council policy and relevant legislation constraints under the supervision of the Director of Operations.

<b>UPDATED</b>	<b>:</b>	<b>MARCH 2023</b>
<b>APPROVED BY</b>	<b>:</b>	<b>CHIEF EXECUTIVE OFFICER</b>