

WHITEHORSE CITY COUNCIL

Position description

Job title: Administration Officer Facilities Maintenance	
Classification: Band 4	Effective Date: September 2025
Reports to: Facilities Maintenance Coordinator	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



WHITEHORSE CITY COUNCIL

Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

To provide efficient and effective administrative support to the Facilities Maintenance team of the Project Delivery and Assets Department within the Infrastructure Directorate.

Key Responsibilities

Position Specific Responsibilities

Deliver a range of quality administrative support services to the Facilities Maintenance team, including the following:

- Be the first point of contact for maintenance requests and enquiries from internal and external stakeholders.
- Be familiar with responsibilities as laid out in leases and be able to liaise with requestors for clarification when required.
- Assist with the allocation of tasks to contractors and in-house maintenance staff.
- Record and manage work in systems such as the Customer Request System, Asset Management System, and Record Management System, ensuring accurate data entry.
- Monitor the progress of Work Orders, follow up as required, and close tasks upon confirmation of completion by contractors or the Facilities Maintenance Officer (FMO).
- Maintain accurate records of associated invoices and resource usage to support effective data tracking and reporting.
- Maintain awareness of team Key Performance Indicators and actively support their achievement.
- Provide data on work order status and statistics for various reports for Facilities Maintenance Coordinator
- Provide information to internal and external enquiries on a range of facility maintenance issues as appropriate.
- Preparation of correspondence as directed by Facilities Maintenance Coordinator.
- Assist with key issuing and the management of Council's master key and electronic access control systems.
- Scheduling and administration of meetings, including preparation of agendas, the recording of minutes and the preparation of action items arising. Catering arrangements as requested.
- Contribute to continuous improvement of administrative processes and customer service.

- Provide general office support, including stationery management, uniform ordering as required.

Contribute to the development of a culture of quality, industry best practice, continuous improvement and customer focus across the team.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Prioritise and schedule work requests and customer enquiries to ensure timely completion and support team Key Performance Indicators.
- To determine most appropriate priorities and schedules for work orders and customer enquiries.
- Identify issues or risks in administrative or work order processes and escalate to the Facilities Maintenance Coordinator as appropriate.

Specialist Knowledge and Skills

- Excellent reception skills and telephone techniques with telephone systems.
- Demonstrated ability in high-level keyboard and data entry skills.
- Ability to write minutes and prepare correspondence accurately and as directed.
- Proficiency in the application of the Microsoft Office Suite of applications (Word, Excel, Power Point).
- Experience in the successful application of Customer Request Systems, Asset Management System and Finance System.

Qualifications and Experience

- Previous experience in the delivery of high-quality customer service.
- Proven experience in an administrative role that has included telephone work, electronic filing and record management.
- Successful experience in an administrative role requiring utilisation of a variety of computer packages.

Interpersonal Skills

- Sound verbal communication skills and sound written English language skills.
- Ability to communicate clearly at all levels of the organisation and with customers.
- Support for the achievement of team objectives above individual goals.
- High level organisational and time management skills.
- Must be able to demonstrate a capacity to work successfully in a team environment as well as independently.

Key Relationships:

- Facilities Maintenance Coordinator and team members
- Contractors, service providers and suppliers
- Internal departments and facility users
- Community groups and external stakeholders

Management Skills

- Ability to prioritise and schedule meetings and departmental activities, ensuring targets (Key Performance Indicators) are met within tight time frames with minimal supervision.
- Sound numeracy skills.
- Attention to detail with data entry and various processing tasks.
- Knowledge of, and commitment to, the principles of equal employment opportunity and Occupational Health & Safety.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

Essential

- Understanding of basic facilities maintenance processes, work orders and Council operations.
- Demonstrated experience in administrative tasks, including data entry, document management, and financial processing, with a proven ability to deliver high-quality customer service.
- Proficient in Microsoft Office Suites (Word, Excel, Outlook, PowerPoint) and experience with work order, asset management and record management systems.
- High-level organisational, time management and prioritisation skills, with the ability to work independently and as part of a team.

Desirable

- Experience working within a local government or facilities management environment.
- Experience with Pathway, Infor Public Sector, Oracle and Content Manager.
- Knowledge of Council policies, procedures, and occupational health and safety requirements.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
Hand/Arm Movement Tasks involve use of hand/arms			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: