



WHITEHORSE CITY COUNCIL

Position description

Job title: Administration Support Officer	
Classification: Band 4	Effective Date: April 2023
Reports to: Manager Project Delivery and Assets	Tenure: Permanent Full Time

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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.

Goal Statement

The position is responsible for providing efficient and high quality customer service and administrative support for the Project Delivery and Assets Department.

Key Responsibilities

Position Specific Responsibilities

- Provide high quality, administration support services for the Project Delivery and Assets Department.
- Deliver customer service excellence through a professional and customer orientated approach.
- Receive and follow up customer enquiries, requests and complaints through Council's customer service workflow tracking system (Pathways).
- Generate, follow-up and close off work orders through Council's asset management system (IPS).
- Raise requisitions and receipt invoices through Council's financial system.
- Provide information in an accurate and timely manner based on available information ensuring that where possible the requests are concluded at the first point of contact.
- Schedule meetings, prepare agendas, take minutes, and record action items.
- Assist in the development and improvement of processes and systems.
- Other duties that support the provision of Administration support for the Project Delivery and Assets Department.

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.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Accountability and extent of authority

Budget: Nil

Staff responsibility: Nil

- The position is accountable to provide accurate information and prompt and courteous responses to customer enquiries.
- The position has the authority to provide information within established procedures, guidelines and standard instructions.

Judgement and decision making

- The position is to determine priorities and schedules within limited flexibility.
- The position will liaise closely with management and staff at all levels up to and including Directors
- The position is required to maintain professional relationships with all internal and external stakeholders including residents, rate payers, general public, service authorities, other government agencies, contractors, suppliers, community groups and customers.

Specialist knowledge and skills

- Demonstrated high level customer service skills and commitment to providing quality service.
- Experience with using customer request systems.
- Excellent telephone techniques and administration support skills.
- Demonstrated high level skills with MS Office Suite.
- Experience in the use of financial systems, record management systems and asset management systems.

Management skills

- High level organisational and time management skills.
- Ability to prioritise and schedule a range of activities, ensuring targets are met within tight timeframes and with minimal supervision.

Inter-personal skills

- Responsive approach to customer service through the provision of clear and concise information in a professional manner.
- Ability to communicate clearly and professionally at all levels of the organisation and with customers.
- Demonstrated capacity to work cooperatively in a team environment as well as independently with minimal supervision.

Qualifications and experience

- Experience in the provision of high quality customer service.
- Experience in an administration support role.
- A valid driver's licence.

Other skills and attributes

- Experience in working in Local Government providing customer service and administrative support, with broad knowledge of Local Government overall operations.
- This position may require work to be performed at different work locations relevant to organisational requirement and may require some limited after hours work.
- The employee may be directed to carry out duties within the limit of their skills, competence and training, provide that such duties are reasonable and do not promote the narrowing of their skill base or opportunity for development.

Key Selection Criteria

1. Experience in an administration support role.
2. Experience with using customer request systems.
3. Ability to communicate effectively at all levels of the organisation and with customers.
4. Ability to work cooperatively in a team environment and with minimal supervision.
5. Demonstrates organisational values and behaviours.

Physical and Functional Requirements

PHYSICAL FUNCTIONAL DEMANDS (POSTURE AND MANUAL HANDLING)

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	<i>Assessor: Can candidate perform demand (Y/P/N)?</i>	<i>Comments</i>
Standing Tasks involve standing in an upright position.	<ul style="list-style-type: none"> Meeting with Council officers. Including review, display and sorting of documents 	Occasional		
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Kneeling Tasks involve bending at the knees and ankles.	<ul style="list-style-type: none"> General tidying of area Accessing cupboards 	Sometimes performed Sometimes performed		
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.	<ul style="list-style-type: none"> Regular short distances < 50m, Trolley used when appropriate to aid in manual handling 	Sometimes performed		
Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load $< 5\text{kg}$ 	Sometimes performed		
Lifting (Between waist and shoulder) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.	<ul style="list-style-type: none"> Collecting, returning hard copy files Short distances, stable load $< 5\text{kg}$ 	Sometimes performed		

Manual Handling Demand	Specific Tasks	Frequency/Duration of performance of task per day	<i>Assessor: Can candidate perform demand (Y/P/N)?</i>	<i>Comments</i>
Reaching forward Tasks involve forward reaching with the arms extended.	<ul style="list-style-type: none"> • General tidying of area • Accessing cupboards 	Occasional Once per day		
Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).	<ul style="list-style-type: none"> • Movement of objects, documents and other equipment at workstation 	Occasional		
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).	<ul style="list-style-type: none"> • Photocopying of documents • Using the telephone • Preparation of correspondence 	Daily, intervals across 7.6 hours Up to 7.6 hours a day, head set offered, supplied phone headsets recommended Occasional		
Handwriting Tasks that require the production of written material to record or communicate information.	<ul style="list-style-type: none"> • ? 	?		
Keyboard duties Task involve sitting at workstation and using computer.	<ul style="list-style-type: none"> • Data Entry, emails, Phone interaction, reports, correspondence etc 	Daily, intervals across 7.6 hours		

COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Unlikely	Possible	Occasionally	Regularly		
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓		
Decision making The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓		
Degree of Self-Supervision The ability to work effectively without supervision.				✓		
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring the employee to take action.			✓			
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				✓		

PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Assessor: Can candidate perform demand (Y/P/N)?	Comments
	Always	Often	Never		
Vision Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.				
Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.				
Smell Tasks involve the use of smell as an integral part of the task performance e.g. working with chemicals.			Needed in some instances to effectively and safely perform roles and responsibilities.		
Touch Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.				

Mandatory Personal Protective Equipment:

- Nil

Any other relevant comments: