



CITY OF WHITEHORSE POSITION DESCRIPTION

Administration Officer, Facilities Maintenance

Classification: Band 4	Effective Date: September 2016
Reports to: Facilities Maintenance Coordinator	Tenure: Full Time

Goal Statement

To provide efficient and effective administrative support to the Facilities Maintenance team of the Built Infrastructure Department.

Key Responsibilities

Position Specific Responsibilities

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

- Be the first point of contact for the Facilities Maintenance Department, to receive and process requests for repairs and maintenance from facility users, including accurate and timely data entry, onto various business databases including, but not limited to Pathway, IPS Asset Management System and Records Manager 8 formerly known as TRIM.
- Allocate tasks to maintenance contractors or in-house maintenance staff by the creation of Work Orders and Purchase Orders and schedule best time with building users for attendance of trades staff and Officers.
- Monitor and follow up the progress of work requests and close off tasks when satisfactorily completed.
- Provide data on work order status and statistics for various reports for FM Coordinator
- Process invoices for payment when submitted.
- Process daily job sheets for in-house maintenance staff.
- Provide information to internal and external enquiries on a range of facility maintenance issues as appropriate.
- Word processing and desktop publishing.
- Assist with key issuing and the management of Council's master key and electronic access control systems.
- Preparation of correspondence as directed by Facilities Maintenance Coordinator.
- Timely and accurate filing of all work reports and service records.
- Maintain extensive paper based and electronic filing systems to enable ready retrieval of records.
- Scheduling of 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 continual administrative system improvements.
- Attend to Operations Depot reception counter and switchboard duties on a relieving basis as directed.
- Ensure office stationery supplies are maintained and ordered as required.

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

Corporate Responsibilities

- Adherence to all Corporate Policies, Procedures and the Overarching Principles in the current Whitehorse City Council Collective Agreement.
- To understand and adhere to the Risk Management Policy (as it relates to the employee's work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Reporting of any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Authority

Budget: Nil

Staff Responsibility: Nil

Decision making

- To determine most appropriate priorities and schedules for work orders and customer enquiries.

Key Relationships

- Liaises closely with management & staff at all levels up to and including General Managers.
- Required to maintain a professional relationship with facility users, ratepayers, service providers, contractors, suppliers, community group and customers.

Selection Criteria (Essential)

Qualifications and experience

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

Technology

- Proficiency in the application of the Microsoft Office Suite of applications (Word, Excel, Power Point).
- Experience in the successful application of Customer Request Systems (Pathway), Asset Management system (Infor Public Sector (IPS)) and Finance (AxsOne/Computron) is also required.

Other technical skills and experience

- 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.

Interpersonal

- 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.

Leadership

- Ability to prioritise and schedule meetings and departmental activities, ensuring targets 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.

Other Attributes (Desirable)

- Broad knowledge of the organisation's overall operations is desirable.

Notes and comments: (Include items applicable to this position)

- Short listed candidates may be required to attend a pre-employment medical examination.
- A current drivers licence that meets the requirements of Vic Roads is essential.
- A clear National Police Check.