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## Position Description

Administration Officer (Operations)

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## Position overview

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This role will assist Operations with its diverse administration requirements. The position will also support the functions of occupational health and safety and risk management within the Alpine shire. You will undertake key responsibilities in a professional, efficient, and timely manner, and contribute to Council's aim of being a values-based organisation. You are passionate and multi-skilled and able to consistently deliver a high standard operational service in a professional environment. You will always promote the Alpine Shire Council as a customer focused organisation.

## Classification and relationships

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<b>Classification:</b>	Band 4 Alpine Shire Council Enterprise Agreement
<b>Reports to:</b>	Plant and Fleet Coordinator
<b>Supervises:</b>	Nil

## Key duties and responsibilities

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In this role you are responsible for the delivery of excellent administration support and customer service to all external and internal customers. You are also responsible for the provision of accurate and efficient administration support.

## Accountability and extent of authority

- Accountable to direct supervisor and manager.
- Duties performed within Council procedures.
- Duties to be performed under general supervision and within specified timeframes.
- Authority to liaise with internal and external customers to ensure accurate and up to date information is maintained in a timely manner.

## Customer Service

- Always promote the Alpine Shire Council as a customer-focused organisation by ensuring that all visitors and customers are dealt with efficiently, courteously and in accordance with Council's Customer Services Charter.
- Assist all customers with enquiries and transfer enquiries to other Council Officers if you are unable to answer the customers' query.
- Perform all work competently and efficiently and promote a positive image of Council to the public.

- Ensure customer requests for assistance/information are logged onto Council's corporate Customer Request System and follow up on where appropriate to ensure a satisfactory outcome.
- Maintain a constant drive towards service improvement.
- Maintain strict confidentiality ~~on~~ in all dealings.

### **Administration duties**

- Carry out administration functions.
- Complete data entry, word processing and other administrative tasks within the timeframes agreed to with the supervisor.
- Deal with correspondence and filing work efficiently and effectively.
- Provide advice and assistance with programs and technology within the department.

### **Assist with fleet administration.**

- Maintain and keep up to date Plant replacement schedules.
- Maintain and keep up to date Plant master lists.
- Create new plant assets and identification in the Asset Management System.
- Assist Plant and Fleet Officer with Fleet processes.

### **Procurement within the department**

- Ensure purchasing is carried out in line with the Procurement policy and procedure.
- Administration support e.g., seeking quotes and information as required for procurement within the department.

### **Asset management administration**

- Keep up to date relevant works schedules.
- Keep up to date asset defect inspections.
- Monitor and liaise with Asset Management Coordinator ~~Engineer~~ regarding new assets.

### **Staff Training**

- Identify requirements within the Operations department and discuss requirements with coordinators and manager.
- Liaise with Human Resources to administer training approvals.
- Administer training bookings with providers and coordinate with Coordinators for attendees to participate in training.
- Maintain compliance training requirements and keep up to date training records.

## **Occupational Health & Safety administration**

- Adhere to best practice actions that enable compliance with the Occupational Health and Safety Act 2004, relevant regulations and Council's OH&S Policy and associated procedures.
- Maintain organisational systems with current data relevant to OH&S and provide reports as required.
- Ensure relevant audits and inspections are undertaken to meet legislative requirements and oversee the implementation of actions from audits as required.
- Maintain, apply, and administer appropriate health and safety management processes.
- Assist the OH&S Coordinator to maintain chemical registers across all council locations
- Assist with the coordination of the OH&S Committee and ensure objectives and aims of the committee are met by preparing reports, agendas and minutes of meetings and coordinating completion of action items.

## **Other duties**

- Display a punctual, reliable, and positive approach to work.
- Continually review and improve work methods associated with this role.
- Undertake other duties as directed by the manager or supervisor.
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Code of Conduct and Corporate Policies.
- Handle complaints in accordance with the Alpine Shire Complaints Handling Process.

## **Judgement and decision making**

- Guidance is always available from immediate supervisor or manager.
- Ability to solve problems relating to key responsibilities from a range of alternative courses of action.
- Ability to exercise discretion in the application of established standards and procedures.
- Objectives of work are well defined with the method or process must be selected from a range of techniques, systems, equipment, methods or processes.

## **Management skills**

- Ability to organise your time and plan your day.
- Ability to solve problems relating to key responsibilities from a range of alternative courses of action.

- Ability to exercise discretion in the application of established standards and procedures.

### **Interpersonal skills**

- Well-developed oral and written communication skills with customers, other employees, and members of the public.
- Demonstrated commitment to teamwork, and the ability to contribute as a team member.
- Demonstrated courteous disposition and helpful and friendly demeanor.
- Ability to advise the public about the role of Council and the conduct of its activities.
- Ability to project a positive image in always communicating with both internal and external customers.

### **Expertise**

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#### **Qualifications:**

- Driver licence.
- Relevant experience and work skills in Administration and Customer Service.

#### **Experience:**

- Previous administrative experience is essential.
- Previous OH&S administration experience is desirable.
- Demonstrated experience operating and maintaining corporate systems.
- Understanding of accounts and procurement.
- Experience in Local Government is desirable.

### **Specialist skills and knowledge**

- Understanding of the role including relevant procedures.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.
- Strong verbal communication skills.
- Well - developed written, computer skills, in particular MS Office.

### **Health, safety and risk duties and responsibilities**

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Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand, and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Provide administrative support to manage the effective storage of OH&S documentation, development and updating of safety related policies, procedures.
- Regularly inspect your work environment for hazards.
- Immediately report all workplace incidents, accidents, near-misses, and hazards to a supervisor.
- Support the return-to-work plan for any injured worker when returning to work.

### **Physical requirements**

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Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment.
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- The work environment may include uneven surfaces and up and down stairs.