



POSITION DESCRIPTION

Administration Officer Casual (Pool)

Location	Shire Administration Office
Department	Administration
Salary	Local Government Industry Award 2020
Reports to	Deputy Chief Executive Officer
Supervision of	Nil
Revision	1
Date	5 th June 2024

Approval of Position Description

<i>Document Owner</i>	<i>Position</i>	<i>Reason for Review</i>	<i>Review Date</i>	<i>Additional Comments</i>
<i>Stuart Hobley</i>	<i>Chief Executive Officer</i>	<i>New Document</i>	<i>5th June 2024</i>	

1. ORGANISATIONAL RELATIONSHIPS

1.1 Responsible to:

Deputy Chief Executive Officer
Other Executive Staff

1.2 Supervision of:

Nil Staff

1.3 Internal and External Liaison:

Internal

Executive Staff
Other Staff

External

Residents and Ratepayers
Various Business Organisations (including Contractors to Council)
Government Departments
External Consultants

2. EXTENT OF AUTHORITY

Operates under the direct supervision and within the established guidelines, policies and procedures of Council, as well as under the statutory provisions of the Local Government Act and other relevant legislation.

3. PURPOSE OF POSITION

To provide a high level of administrative support and customer service to all residents/ratepayers, visitors and employees of the Shire of Cunderdin where required, including the provision and maintenance of accurate records and other support for this section.

4. KEY DUTIES/RESPONSIBILITIES

4.1 Customer Service and Receipting

- Provide excellent quality customer service to both internal and external customers, utilising the Shire's Synergysoft software.
- Respond to incoming queries whether in person, by mail, by phone, or electronically in a professional, polite and efficient manner.
- Complete the start and end of day administration set up as per the procedure.
- Reconcile daily funds received with receipts issued and prepare bank deposits.
- Deposit funds received at bank.
- Provide assistance as and when required, to ensure the smooth running of the Administration section.
- Relieve other officers within section.

4.2 Records Management

- Collect, record and distribute all incoming mail.
- Prepare, record and deliver outgoing mail to Post Office.
- Collect, register and distribute all incoming customer requests.
- Records keeping and retention duties including annual archiving.

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4.3 Animal Control

- Maintain animal registration records
- Generate renewal notices in October each year.
- Keep a register of all requests and liaise with the Shire’s contract Ranger when in attendance.

4.4 Events and Venue Hire

- Administration of bookings and functions at Council hall facilities.
- Administration of bookings for the community bus.
- Maintain key register for all external clients’ use of keys.

4.5 Cemeteries

- Maintain all cemetery records both manually and on the computer.
- Liaise with funeral homes/clients.
- Liaise with the Works Department to arrange suitability for funeral arrangements.

4.6 Other

- Organise and collect catering for Council events/meetings.
- Maintain cleanliness of Council Chambers.
- Monitor office stationery supplies and complete stationery orders as required.
- Ad-hoc cleaning to assist contract cleaners i.e. load and empty dishwasher, clean and stock the fridges.
- Maintain key register and key cabinet in an orderly manner.
- Provide secretarial services for the Chief Executive Officer, Deputy Chief Executive Officer, Health Officer/Building Surveyor and Ranger.
- Assist other staff in administrative duties.
- Maintain Council business confidentiality at all times.
- Take reasonable care to ensure personal safety and health at work and that of others in the workplace.
- Other duties as required or directed by executive staff.

5. SELECTION CRITERIA

QUALIFICATIONS AND/OR TRAINING	Essential	Desirable
Year 12 or equivalent		✓
TAFE Certificate or higher in relevant studies.		✓
Drivers Licence –“C”	✓	
KNOWLEDGE AND SKILLS	Essential	Desirable
Exceptional customer service and interpersonal skills	✓	
Strong computer literacy and keyboard skills	✓	
Highly developed verbal and written communication skills	✓	
High level problem solving skills with the ability to set priorities, manage multiple deadlines and effectively deliver tasks and processes on time;	✓	
Adequate knowledge of the English language including spelling, grammar and vocabulary.	✓	

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EXPERIENCE	Essential	Desirable
Substantial experience in a similar customer service role including cash handling	✓	
Experience in an administration role		✓
Wide experience in a customer service environment		✓
Developed public relations, problem solving and conflict resolution skills.		✓
Demonstrated Local Government experience or knowledge of Local Government operations		✓
Demonstrated understanding of current corporate governance practices including business paper management systems and meeting procedures;		✓
Basic accounting data entry knowledge.		✓

6. WORKING CONDITIONS/OHS CONSIDERATIONS

Occupational Safety and Health – comply with the Shire’s OSH Policy and other OSH policies, procedures and legislation relevant to the role and responsibilities. Observe safe work practices and operating procedures.

In accordance with Shire’s and legislative requirement, report any hazards, incidents or near misses in a timely manner.

7. OTHER RELEVANT FACTORS OR REQUIREMENTS

A Pre-Employment Medical Examination and current National Police Clearance Certificate will be required by the successful applicant.

It is advised that no formal offer can be made until your satisfactory completion of this employment condition.

8. COMMENTS

All employees are required to sign a declaration that they have read Council’s Induction Manual / Code of Conduct prior to the commencement of work or any reviews. This signed document will be placed on each employees payroll file as evidence of the fact that they have read and understood the requirements of the position and Council.

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9. TERMS OF EMPLOYMENT

Award	Local Government Industry Award 2020
Position Status	Casual
Hours of Work	Relief work as required.
Level	Level 1-4 dependent on experience
Salary	\$45,000 - \$50,000 Pro- Rata
Council Loyalty Scheme	Applies to this Position
Superannuation	11% Employer Superannuation Guarantee Contribution + matching co-contribution of 4%
Probation	3 Months
Performance Review	Annually
Annual Leave	N/A
Housing	Position does not attract Council Housing as part of the Employment Package.
Motor Vehicle	N/A
Job Location	Cunderdin, Western Australia, 6407

Acknowledgement_____
Name_____
Signature_____
Date