

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Administration/Technical Officer
POSITION NUMBER:	0654
DIVISION:	Planning and Development
DEPARTMENT:	Building Services
CLASSIFICATION:	Band 4
REPORTS TO:	Senior Administration Officer- Building Services
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Senior Management and Coordinators.
EXTERNAL LIAISONS:	Clients, business and community, government agencies, members of the public, consultants, developers and builders
DATE:	July 2017

POSITION OBJECTIVES:

This position provides a range of professional effective and efficient administration services to support Building Services, while ensuring the highest level of customer service is delivered.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Provide administration support and assistance in regards to a range of administrative tasks within the administration team.
2. Develop knowledge of all administrative tasks and responsibilities associated with the Building Services administrative team and Building Permits team.
3. Assist the Building Services Coordinator/Team Leaders and Senior Administration Officer as required.
4. Provide an efficient word processing service for Building departmental personnel with particular regard to accuracy, high quality work and author satisfaction.
5. Provide clients with a professional and up-to-date advisory service and assist the public with enquiries.
6. Establish positive communications with clients and the general public to educate and promote the need for adherence to various statutes, legislation, local laws and policies.
7. Perform mail outs and ensure filing maintenance.
8. Receiving telephone calls and enquiries and provide advice to internal and external customers in accordance with policy and guidelines.
9. Maintain appropriate administrative and information systems for the efficient and effective operation of the Unit.

10. Perform administrative support functions where required for the Coordinator and Building departmental personnel.
11. Ensure consistent communication between other administration staff working as a team regarding workload and priorities
12. As requested assist the Coordinator in researching reports/documents which would improve the efficiency of the section.
13. Exercise loyalty, good judgement and discretion regarding confidential issues.
14. Contribute towards excellent working relationships with Building Services Coordinator and Senior Administration Officer through positive and constructive feedback/analysis. Participate in training programs designed to increase efficiency and effectiveness and identify areas where additional training may be required.
15. Adhere to all Council's policies and procedures relevant to this position.
16. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

Essential:

1. Demonstrated experience and skills in customer service.
2. Strong administrative experience and skills.
3. Well developed communication skills both written and oral sufficient to achieve requirements of the position.

4. Ability to work in an administrative team environment and to develop some technical knowledge.
5. Well developed Microsoft Office skills and experience.
6. Ability to display discretion in handling confidential issues in all aspects of the position.
7. Demonstrated time management skills.
8. A current Victorian driver's Licence.

Desirable:

9. Experience in the building permit industry.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The position operates according to the Policies and Procedures of the Council, the business and strategic plans of the Unit, the budget allocations of the Unit, and to any relevant legislation.
- The position has the authority to:
- Determine priorities for the day to day performance of the role to the overall performance of the business unit.
- Allocate staff, plant and materials resources where necessary in situations requiring an urgent response, where gaining specific management authority might prejudice public safety.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- The tasks performed and methods used are usually defined and of a recurring nature, however, initiative and problem solving skills may be required.
- Uses sound judgment to ensure tasks are performed correctly and safely.
- Guidance is available from the Support Service Coordinator or Senior Administration Officer – Customer Service as required.
- In urgent matters of high risk or community emergency, the incumbent is expected to be able to make quick decisions on appropriate communications and resource deployment without guidance.
- Exercise good judgment and discretion in handling all matters of a confidential nature.
- Show initiative and innovation in approach to all aspects of the position.

SPECIALIST SKILLS AND KNOWLEDGE:

- Well developed customer service and administration skills and an understanding of Council's customer service commitments.
- A sound knowledge of Council's administration policies and procedures.
- Ability to effectively use, with appropriate training Council's database systems including customer service tracking, mapping, document management and data management systems.
- A broad knowledge of Council's range of services and management structures.
- A broad knowledge of Council's infrastructure maintenance operations.
- Sound record keeping, numeracy and accurate computer data entry skills.

MANAGEMENT SKILLS:

- Well developed time management skills.
- Ability to prioritise multiple tasks and customer requests.

- Ability to exercise sound judgement concerning the escalation of customer requests of a critical or sensitive nature.
- An understanding of relevant employment instruments (Enterprise Bargaining Agreements and / or Industrial Awards).
- Sound forward planning skills and the ability to be part of a customer focused team.

INTERPERSONAL SKILLS:

- Make a positive personal contribution and undertake daily duties in such a manner to assist the Unit in providing a customer focused and commercially driven range of services.
- Well developed oral communication and telephone techniques.
- Well developed active listening skills.
- Ability to maintain confidentiality when dealing with customer requests.
- Effective negotiation skills.
- Ability to work collaboratively and effectively in a small team environment.
- Ability to work collaboratively and effectively in divisional and cross divisional working groups.

QUALIFICATIONS AND EXPERIENCE:

- Relevant qualification in Administration and/or Business Management is desirable.
- Demonstrated experience in a busy customer service role.
- Broad administration experience and well developed computer skills.
- Significant administration experience in a local government environment would be well regarded.
- A current Victorian Drivers Licence is essential.

HOW TO APPLY

Applications close: 5:00pm Friday 28 July 2017

Contact Person: Michael Nigido, Coordinator Building Services (MBS)
Ph: 5272 4457

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment Administration Officer
Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

Privacy Statement

The collection and handling of personal information is carried out in accordance with Council's Privacy Policy, which is displayed on Council's website and which is available for inspection at, or collection from, Council's Customer Service Centres.