



POSITION DESCRIPTION

Administration Officer

Doomadgee Aboriginal Shire Council

TITLE : Administration Officer
AWARD: Queensland Local Government Industry Award – State 2017
CLASSIFICATION: Division 2, Section 1 Administrative, Clerical, Technical, Professional, Community Service, Supervisory and Managerial Services – Level 3
DEPARTMENT: Administration
LOCATION: Doomadgee
PROGRAM: Corporate Services

Job Summary	This position is to facilitate the efficient and effective administrative services to internal staff, management, the general public, visitor and visitors to Doomadgee. The position will also provide relief to Council reception and provide customer service in the Post Office.
Reports to:	Director, Corporate Services
Supervises:	Trainees – reception (in conjunction with Director of Corporate Services)
Accountability:	This position is accountable to the Director of Corporate Services and Chief Executive Officer
Position Scope:	This position has the authority to make decisions within the bounds of the daily activities directly associated with the duties, however; matters with longer-term impact should be referred to the Director of Corporate Services.
General Conditions of Employment:	A satisfactory Criminal History Check Be an Australian Permanent Resident Hold a current Driver's License Australia Post License (training) Engage in ethical conduct at all times Work within the organisations policies including complying with Council's Code of Conduct and Workplace Health and Safety requirements and procedures
Duties and Responsibilities:	Reception/Administration <ul style="list-style-type: none">• Provide friendly greeting to visitors at reception and respond to requests (answer telephones, direct calls, take messages), and advise staff of visitors• Accurately book Rex Airline bookings as requested and reconcile cash on a daily basis• Oversee, mentor and supervise trainee receptionists• Monitor and enter data into databases for staff probity (Drivers Licenses, Blue Card, Police Checks, USI numbers etc.)• Assist new staff with payroll and timesheet completion for processing• Collate applications for employment and assist with recruitment process• Provide general assistance coordinating training for staff• Undertake routine activities including filing, photocopying etc. Post Office: <ul style="list-style-type: none">• Provide customer service and respond to front counter requests• Confidently accept cash deposits and bill payments using eftpos• Ensure confidentiality maintained at all times incorporating both customers and Doomadgee Aboriginal Shire Council business• Process bulk mail and parcels in line with road and air deliveries• Ensure all Mail marked "Postage Paid Australia" is weighed to determine shipping cost• Process money orders and reconcile to Australia Post• Ensure accuracy of delivery details for Money Orders and check order received within appropriate time frames

	<ul style="list-style-type: none"> • Process COD Parcels and reconciliation to Australia Post • Mail sorting and return in accordance with Australia Post Policy • Accurately complete end of day cash reconciliations and banking procedures <p><i>These statements are intended to describe the general nature and level of work being performed by the incumbent of this role. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.</i></p>
Selection Criteria:	<p>Essential</p> <ul style="list-style-type: none"> • At least 3 years in an office administration position • Strong interpersonal and communication skills with a friendly and helpful disposition • Sound numeracy, literacy and organisational skills to prioritise workloads • Good computer skills including Microsoft Office (word and excel) • Excellent attention to detail and money handling (including eftpos) • Good problem solving and the ability to use initiative <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of Council operations • Relevant qualifications in Customer Service and/or Business
Key Performance Indicators	Key Performance Measures
	<ol style="list-style-type: none"> 1. Customer Service - All customers are served in a timely friendly manner with no complaints, monitored by feedback from staff and management 2. Reliability and timeliness – Punctual and reliable and complete work within nominated timeframes 3. Processing – Accuracy in postage paid including weight and cost (Australia Post) and accuracy in booking travel for Rex Airlines. Data entry and databases remain current with appropriate staff follow ups and reports. 4. Remain current – maintain personal knowledge with changes to legislation, processes and pricing and adjust systems and documentation in a timely manner 5. Policy – Accurately and consistently follow the procedures and policies of Australia Post and Doomadgee Aboriginal Shire Council 6. Confidentiality – Council and Australia Post business maintained as confidential 7. Reconciliations – Complete end of day reconciliations and banking accurately
WHS Responsibility Statements	All employees have a legal obligation to comply with statutory WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

Responsibilities include:	<p>These statements (responsibilities) apply to all employees, including permanent, part-time and casual employees.</p> <ol style="list-style-type: none"> 1. Being aware of the WH&S System 2. Performing all work and associated functions in a safe manner. 3. Complying with all documented WH&S policies, procedures, work instruction, and verbal instructions issued by the organisation or its officers. 4. Correctly using and maintaining all personal protective clothing and equipment supplied by the organisation. 5. Identifying hazards, conducting risk assessment, and taking corrective action to eliminate hazards where possible in the workplace; and/or to report hazards and risks in accordance with WH&S procedures. 6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Doomadgee Aboriginal Shire Council property generally. 7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses, and property damage. 8. Attending any toolbox, team talks or specific training. 9. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures. 10. Working in a manner that will not endanger themselves, other employees or the general public.
Staff acknowledgement:	<p>I, _____ acknowledge and agree to the above position description.</p> <p>Employee's Signature _____ Date _____</p>