

<b>Job title:</b> Administration Officer - City Services	
<b>Classification:</b> Band 4	<b>Effective Date:</b> September 2023
<b>Reports to:</b> Manager City Services	<b>Tenure:</b> Permanent (part-time job share considered)

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The position is responsible for providing efficient and high-quality administrative support and customer service for the City Services Department based at the Operations Centre.

## Key Responsibilities

### *Position Specific Responsibilities*

- Contribute to the development of a culture of quality, industry best practice, continuous improvement, and customer focus across the department.
- Deliver customer service excellence through a professional and customer orientated approach.
- Provide high quality administration support for the City Services Department.
- Perform a range of administrative tasks, including but not limited to processing of customer requests, managing work orders, maintaining databases, processing of accounts, invoicing and preparing purchase orders.
- Provide information and advice to internal and external enquiries on a range of infrastructure maintenance issues.
- Provide administration support for compliance with Council's Road Management Plan.
- Support the Customer Service Officer (Operations Centre) to:
  - Provide high quality telecommunication, reception and administration services for the Operations Centre.
  - Receive and follow up customer enquiries, requests and complaints through Council's customer service workflow tracking system (Pathways).
  - Generate work orders through Council's asset management system (IPS).
  - Provide information in an accurate and timely manner based on available information ensuring that where possible the requests are concluded at the first point of contact.
  - Provide front desk reception services for internal and external customers, including managing deliveries and visitor access.
- Schedule meetings, prepare agendas, take minutes, and record action items arising.
- Assist in the development and improvement of processes and systems.
- Provide on the job training and guidance to new employees and relief staff as required.
- Other duties that support the provision of Administration/Customer Service support for the City Services Department.

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

## **Accountability and Extent of Authority**

**Budget:** Nil

**Staff responsibility:** Nil

## **Judgement and Decision Making**

- The position is accountable to provide accurate information and prompt and courteous responses to customer enquiries.
- The position has the authority to provide information within established procedures, guidelines and standard instructions.
- The position is to determine priorities and schedules within limited flexibility.

## **Specialist Knowledge and Skills**

Certificates/Licences and Experience:

- Experience in the provision of high-quality customer service.
- Experience in a reception and administrative support role.

## **Qualifications and Experience**

Technology:

- Demonstrated high level skills with MS Office including Word, Excel and Outlook.
- Experience in the use of software packages including financial systems, record management systems and asset management systems.
- Ability to operate a cloud-based telecommunications system.

## **Interpersonal Skills**

- Sound verbal and written communication skills.
- Responsive approach to customer service through the provision of clear and concise information in a professional manner.

- Ability to effectively deal with customers with difficult or challenging behaviours, and conflict situations.
- Ability to communicate clearly and professionally at all levels of the organisation and with customers.
- High level organisational and time management skills.
- Demonstrated capacity to work cooperatively in a team environment as well as independently with minimal supervision.

#### Key Relationships:

- The position will liaise closely with management and staff at all levels.
- The position is required to maintain professional relationships with all internal and external stakeholders including residents, rate payers, general public, Operations Centre visitors, service authorities, other government agencies, contractors, suppliers, community groups and customers.

#### Management Skills

- Ability to provide on the job training and guidance to new staff and casual employees.
- Ability to prioritise and schedule a range of activities, ensuring targets are met within tight timeframes and with minimal supervision.

#### Key Selection Criteria

- Demonstrated high level customer service skills and commitment to providing quality service.
- Experience in an administrative support role.
- Experience in the successful use of a variety of software packages including customer request systems.
- Ability to communicate effectively at all levels of the organisation and with customers.
- Ability to work cooperatively in a team environment and with minimal supervision.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		None	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms		None	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Collating and distributing documents – moving items around the office	Very occasionally	
<b>Standing</b> Tasks involve standing in an upright position	Attending training or events.	Very occasionally	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		None	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Attending training or events.	Very occasionally	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Collating and distributing documents – moving items around the office	Very occasionally	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		None	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Office based work	Frequently	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Using computers and reading materials	Frequently	

**Any other relevant comments:**