

WHITEHORSE CITY COUNCIL

Position description

Job title: Administration Officer Parks & Natural Environment	
Classification: Band 4	Effective Date: May 2025
Reports to: Manager Parks & Natural Environment	Tenure: Permanent Full Time

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

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

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 commitment

Goal Statement

The position is responsible for providing efficient and high-quality administrative support and customer service for the Parks and Natural Environment Department.

Key Responsibilities

Position Specific Responsibilities

- Actively contribute to the development and maintenance of a culture of quality, industry best practice, continuous improvement, and customer focus across the Department.
- Act as the first point of contact for Parks and Natural Environment, to receive and log customer service requests, into various corporate systems, including but not limited to Pathway, Infor Asset Management System and HP Records Manager.
- Allocate tasks to maintenance contractors or in-house staff through the creation of work orders.
- Monitor and follow up the progress of work orders and close off tasks when completed.
- General administrative and clerical duties, including but not limited to, word processing, desktop publishing, producing reports, processing of accounts, invoicing and preparing purchase orders.
- Preparation of standard Parks and Natural Environment correspondence.
- Process in-house maintenance staff daily job sheets.
- Provide information to internal and external enquiries on a range of Parks and Natural Environment issues as appropriate.
- Contribute to the continuous improvement of administrative and customer service processes as they relate to the Parks and Natural Environment Department and broader Infrastructure Division.
- Scheduling and administration of meetings, including preparation of agendas, recording of minutes and the preparation of action items arising, and organising catering arrangements as requested.
- Assist with Operations Centre Depot reception and switchboard duties on a relieving basis as directed.
- Ensure office stationery supplies are maintained and ordered as required.
- Undertake new asset inspections in field and update information on Councils asset management registers.
- Undertake shared boundary fence inspections in field to verify works and process invoices.

Corporate Responsibilities

General Staff – no supervisory responsibilities

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- 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 the community, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

- The position may coach and mentor less experienced staff if required for resource needs or as a development opportunity.

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 established time constraints.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Proficiency in the application of the Microsoft Office Suite of applications.
- Experience in the use of financial systems, record management systems and asset management systems.
- Excellent telephone techniques and reception skills.
- Demonstrated ability in high-level keyboard and data entry skills.
- Ability to write minutes and prepare standard correspondence accurately and as directed.

Qualifications and Experience

Qualifications/ Certificates /Licences:

- Experience in the delivery of high-quality customer service.

- Experience in an administrative role supporting the delivery of a variety of services.

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

- Liaises closely with management and staff at all levels.
- Required to maintain a professional relationship with ratepayers, service providers, contractors, suppliers, community groups and members of the public.

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.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- Broad knowledge of the role of local government.

Desirable

- Knowledge of the organisation's overall operations and objectives is desirable.
- Knowledge of Parks industry is advantageous.
- A current Victorian driver's licence.

Short listed candidates may be required to attend a pre-employment medical

Key Selection Criteria



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- 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
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Office based duties	Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Office based duties	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Office based duties	Sometimes	
Standing Tasks involve standing in an upright position	Office based duties		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Office based duties	Seldom	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Office based duties (Access to Depot required)	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Office based duties	Sometimes	

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Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Office based duties	Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Office based duties	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Office based duties	Often Keyboard and computer exposure. Regular breaks encouraged	

Any other relevant comments:

