

Position: Administration Officer - Casual

Position Summary

This position will assist with customer services, and administrative support in the Shire Dundas Administration Office.

1. Department & Management Area

Finance & Administration

2. Base Work Location

Shire Administration Office – 88-92 Prinsep Street, Norseman WA 6443

3. Award/Agreement Coverage

Conditions of employment are governed by the Local Government Industry Award 2020. Industrial Agreement as a state instrument and applicable legislation. This includes, but is not limited to, the Industrial Relations Act 1979 (WA) and the Minimum Conditions of Employment Act 1993 (WA).

4. Hours

This position is Casual. Working hours will be between 7.30am and 4.30pm, Monday to Friday.

This may be reviewed following a successful probationary period, however this is not guaranteed.

5. Remuneration Level(s)

As per Letter of Offer and in line with the Local Government Industry Award 2020, Industrial Agreement as a state instrument and applicable legislation.

6. Delegated Authority

Purchasing as per Council Policy.

7. Extent of Authority

Works and operates within the parameters of Shire's policies and procedures, code of conduct, relevant legislation and as directed by the Chief Executive Officer.

8. Organisational Structure

Directly responsible to the Senior Administration Officer.

9. Key Duties and Responsibilities

9.1 Reception & Customer Services

- 9.1.1 Process the receipt of monies, reconcile daily funds, prepare for banking and transcribe receipts to the computer.
- 9.1.2 Carry out Department of Transport licensing functions.
- 9.1.3 Respond to telephone, email and counter enquiries and refer matters other than routine to the appropriate person.
- 9.1.4 Assist with routine enquiries including gym memberships, rating enquiries, library services, facilities bookings etc.
- 9.1.5 Assist with the booking of Shire facilities

- 9.1.6 Receive, sort, distribute and dispatch incoming and outgoing mail, including courier deliveries.
- 9.1.7 Assist with document preparation, scanning, and photocopying
- 9.1.8 Assist with the everyday operations of the Shire's Administration services.
- 9.1.9 Assist with Roads Permits
- 9.1.10 Support standpipe applications and maintain access cards.
- 9.1.11 Support the Accounts with debtor and creditor processing as required
- 9.1.12 Maintain confidentiality of customer, employee and Council information and comply with the Shire's privacy, records management and information security requirements.
- 9.1.13 Undertake other duties as directed by the Senior Administration Officer or the Executive Leadership Team that are within the employee's skills, competence and the scope of Administration Services.

9.2 Accessibility, Inclusion, and Discrimination

The Shire is committed to providing a workplace that is inclusive and accessible for all persons in the workplace including workers, contractors, and visitors. Discrimination of any form will not be tolerated.

9.3 Work Health and Safety

The Shire is committed to protecting the health and safety of all persons in the workplace including workers, contractors, and visitors. The Shire demonstrates this commitment through its health and safety management system that is integrated with Shire activities, services, and people. All staff play a role in creating and maintaining safe work environments.

Shire staff are required to take all reasonable and practical steps to:

- Improve work safety conditions;
- Continuously review and improve its safety performance; and
- Strive to uphold the Shire's core values of safety, knowledge, integrity and leadership in order to achieve its goal of zero harm to people, equipment and the environment.

10. Selection Criteria

10.1 Essential Selection Criteria

- 10.1.1 Developed computer skills.
- 10.1.2 Good time management and organisational skills
- 10.1.3 Strong interpersonal and communication skills.
- 10.1.4 Strong customer service skills.
- 10.1.5 Highly developed organisational skills and the ability to prioritise and meet strict deadlines.
- 10.1.6 Efficient in the use of Microsoft Suite

- 10.1.7 Working knowledge of cash handling and receipting procedures
- 10.1.8 Ability to work with a diversity of people.
- 10.1.9 Experience in similar accounts and administrative roles.
- 10.1.10 Developed numeracy skills

10.2 Desirable Selection Criteria

- 10.2.1 Local government experience.
- 10.2.2 Working knowledge of the local community.
- 10.2.3 Experience with Department of Transport licensing functions.
- 10.2.4 Current Drivers Licence
- 10.2.5 Experience with Synergy.
- 10.2.6 Certificate III or above in Business Administration, Local Government or other related qualification and/or experience in a similar position.