

Position Description

POSITION TITLE	Senior Administration Officer, Office of the CEO
POSITION NUMBER	101006
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 4
POSITION TYPE	Permanent Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Office of the CEO
LOCATION/S	Alice Springs
SUPERVISOR	Executive Services Manager
POSITIONS SUPERVISED	This position has no direct reports

PRIMARY OBJECTIVE

The Senior Administration Officer provides quality reception, superior customer service and administration duties to ensure the activities of the function are carried out effectively and communicated in accordance with Central Desert Regional Council's strategic and regional plans, policies, procedures and legislation.

KEY DUTIES AND RESPONSIBILITIES

1. Provide standard reception and general administration functions; answer phone calls and respond appropriately to the caller's needs; welcome visitors to reception in a professional manner; meeting room and hospitality management, collect and process incoming and outgoing mail; manage pool car bookings and monthly pre-start checks; manage visitor access passes.
2. Communicate professionally with internal and external stakeholders (e.g. Elected Members, Council staff and members of the public); provide information and guidance in line with Council's Policies and Procedures including State and Federal Government; demonstrate empathy, emotional understanding and support.
3. Perform a variety of administrative tasks, support services and projects, and assist in the preparation of reports and correspondence on behalf of the Office of the CEO as and when directed.
4. Provide administration services to Council's Directorates including Customer Service Logs.
5. Administer day to day financial matters (e.g. coordinate requisitions for Head Office and the Depot in accordance with the Council's Procurement Policy); monitor and maintain stock stationary and consumables.
6. Arrange all intrastate and interstate travel and accommodation bookings.
7. Positively contribute to initiatives to achieve organisational objectives.
8. Ensure office and common areas are professionally presented at all times; liaise with internal and external service providers where required to ensure a clean, professional and safe environment; dispose of consumables where required.
9. Be engaged in an effective and proactive health, safety and wellbeing culture.
10. Any other reasonable duties delegated by the Supervisor which are within level.

SELECTION CRITERIA

Essential

1. Qualifications equivalent to a Cert IV in a related discipline or a minimum of 2 years' experience in a relevant role.
2. Demonstrated high-level support with proven experience in a dynamic office.
3. Excellent listening, written and verbal communication skills with the ability to effectively communicate across all levels within the business.
4. Discrete with the ability to maintain confidentiality
5. Strong attention to detail with an emphasis on accuracy, reporting and ensuring compliance.
6. Superior time management skills with the ability to be adaptable and manage competing priorities, requests and deadlines.
7. Comprehensive decision-making skills with the ability to enforce policy, ensure procedural compliance, and maintain confidentiality.
8. Ability to work autonomously or as part of a team to achieve positive organisational and strategic outcomes.
9. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
10. Acceptable police check.
11. Ochre Card.
12. The right to work in Australia.

Desirable

1. Experience in Local Government
2. Current C Class Licence