

Position Description

POSITION TITLE	Administration Officer, Council Services Delivery
POSITION NUMBER	103124
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 3
POSITION TYPE	Permanent Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Council Services / Council Services Delivery
LOCATION/S	Anmatjere / Engawala / Laramba / Nyirripi / Willowra / Yuelamu
SUPERVISOR	Senior Coordinator, Council Services Delivery / Program Manager, Council Services Delivery
POSITIONS SUPERVISED	This position has no direct reports

PRIMARY OBJECTIVE

The Administration Officer, Council Services Delivery is responsible for providing quality administrative and customer service support in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation.

KEY DUTIES AND RESPONSIBILITIES

1. Provide customer service to internal and external customers and clients including:
 - a. Telephone, email and face to face interactions; and
 - b. Communication of Council Services Delivery requirements and processes.
2. Provide administrative services to the Council Services Delivery Team including:
 - a. General administrative support including responding to /resolving general enquiries and resolving basic issues;
 - b. Basic administration services, including word processing and maintaining spreadsheets; and
 - c. Data entry in web-based management systems, spreadsheets and software programs;
3. Provision of a range of support services for facilities and contracts, these are location specific and can include tasks at level such as cleaning of visitor accommodation and provision of basic Centrelink and Australia Post services.
4. Be engaged in an effective and proactive health, safety and wellbeing culture.
5. Any other reasonable duties delegated by the Supervisor which are within level.

SELECTION CRITERIA

Essential

1. Certificate II or a non-trades Certificate III in related discipline and/or equivalent transferrable experience.
2. Demonstrated understanding of administrative skills in an office environment.
3. Demonstrated interpersonal skills with the ability to provide routine advice and resolve basic issues.
4. Demonstrated literacy, numeracy and computer keyboard skills.
5. Demonstrated good customer service and cross-cultural communication skills.
6. Demonstrated ability to use judgement to resolve routine workplace issues.
7. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
8. Ochre Card.

Desirable

1. Current Class C Licence.